



Example of IT Support Analyst Job Description

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Our company is searching for experienced candidates for the position of IT support analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for IT support analyst

- Must have attention to detail and demonstrate the ability to prioritize, multi-task & quickly change focus
- Provide excellent customer service to patients, their families, UIHC staff and clinics
- Ensure prompt and regular feedback to line manager
- PC procurement for the Nordics and Assets for Denmark
- Resolution of IT Incidents, problems and service requests
- Liaising with IT suppliers to ensure requirements are being completed within SLA
- Use email, ticketing, IM, or other administrative tools to address issues
- Perform installation, configuration and support within the Windows environment
- Troubleshooting and resolving user issues with ESSO Single Sign-On
- The ability to offer IT support for all restaurants for various technologies, including, but not limited to Aloha POS, KDS, Dinetime, Cisco Routers, HP Servers

Qualifications for IT support analyst

- Mobile device applications support to include Apple, Android and Tablet specific operating systems
- Ability to take direction and collaborate with colleagues and management teams

- Communication - strong oral and written communication skills, in person, over telephone and emails
- Presents well, has a degree of maturity and ability to solve problems in a meaningful and convincing manner
- IT HelpDesk experience in a 400-800 user environment