



Example of Network Systems Analyst Job Description

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Our company is growing rapidly and is hiring for a network systems analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for network systems analyst

- Maintain current knowledge of core service offerings and SLAs
- Support and conduct self in a manner consistent with client service expectations
- Creating and maintaining troubleshooting documentation and ongoing service desk training of the environment
- Assist with the new client on-boarding process if and as needed
- Exceptional communications verbal and in writing with all levels of staff
- Adaptability and flexibility within tasks and timelines
- Subject matter expert to all LOBs and internal IT teams on soft phone services
- Stakeholder for new service offerings, work closely with business relationship managers to ensure full awareness, marketing and satisfaction of soft phone services
- Provide documented support information for the UCC team and other Global IT support staff
- Communications to users of new features and upgrades

Qualifications for network systems analyst

- Bachelor's degree in Information Technology or related field or an equivalent combination of education or experience
- A solid understanding and experience with what it takes to create a system

- ITIL experience in a large enterprise
- Network infrastructure provisioning tools and technologies
- Bachelor's Degree with 8yrs experience or a Master's with 2-5yrs