



Example of Platform Analyst Job Description

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Our company is looking for a platform analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for platform analyst

- Collaborate with other team members and system integrators to design solutions that efficiently deliver the required functionalities on time and within budget
- Establish yourself as a super-user of the Email Marketing platform and provide Email Marketing teams with advice and best-practice on efficient campaign configuration
- To be a keen Data Insight team player, able to proactively suggest analysis to add value to the Business where ever possible
- Be willing and able to work cross-functionally when required
- Effectively optimize campaign performance by recommending adjustments to inventory, targeting, and/or price
- Liaise with regional reporting teams as these teams all have an active interest in the GRP
- Minimum 5 years as a business analyst in Investment Banking
- Field incoming incident / problem tickets in ServiceNow from end users (escalated from within the platform support team) to resolve Platform and software issues within servers, databases, web services and other mission-critical platforms
- Review ServiceNow tickets to ensure all pertinent end user identification information, including name, department, contact information, and nature of problem or issue is included
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and

Qualifications for platform analyst

- Intermediate level Excel, Highly numerate
- Well presented with excellent written communication skills, able to speak to both business and technical team members
- Confident self starter who can work well within a team, under their own initiative
- Needs excellent writing skills, ability to handle multiple tasks, and display strong attention to details
- 3-5 years of progressive experience in the financial services industry, preferably in Wealth Management
- Strong understanding of the capital markets and the investment management field