



# Example of Platform Analyst Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is looking to fill the role of platform analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for platform analyst

- Participates in design review sessions to gather business requirements and issue resolution
- Gather information directly from users on suspected system bugs or data corruption
- Facilitate effective small and large business user sessions
- Participate in detailed analysis meetings with other business analysts, technology support groups, developers, and technology managers to help deliver excellent solutions
- Collaborate and coordinate efforts with business community as needed for large scale enhancements/projects
- Collaborate with development team on functional and technical designs
- Perform functional QA testing of enhancements, data upload/fixes, and code fixes in a staging environment, prior to their release to Production environment
- Perform post-production release validation testing of CRM enhancement/fix releases (final QA testing)
- Coordinate implementation of regular maintenance updates such as updates/additions to drop down lists and adding new users
- Provide functional support on CRM and reporting tools and occasionally train new hires on these tools

## Qualifications for platform analyst

- Work closely with the third party solution provider to help automate the

- Experience in business analysis within a customer focused teams, in disciplines such as digital, HTS or change management
- Experience in building and maintaining strong, cross country team (UK and Hong Kong) working relationships
- Awareness of Global Service Platform and Mobile Service Platform technologies and ability to translate into business speak
- Inquisitive nature and prepared to ask difficult questions
- Strong risk focus, ability to balance these risks against the impact to either the customers or bank and act accordingly