



Example of Senior Technical Analyst Job Description

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Our company is looking to fill the role of senior technical analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for senior technical analyst

- Create change records for BP&CC applications following established change management processes
- Enforce processes and best practices in order to ensure safety and soundness of supported applications and systems
- On call support will be require
- First line of support for assigned accounts
- Ensure record update and closure of issues, prepare accurate and timely reports
- Lead and co-ordinate support, deployment and maintenance activities
- Provides timely and quality support to Business Units, Enterprise Incident and Problem Management Team and Production Services
- Ensures proper daily operations of mission critical applications
- Provides SME advice and development support to Delivery Team and other Enterprise Applications such as testing, walkthroughs, code promotion and problem resolution to assist with the overall success of project delivery
- Maintains a knowledge base of Contact Center internal processes and Enterprise requirements with regards to implementation activities, compliance, system interfaces and application enhancements

Qualifications for senior technical analyst

- Experience working with process improvement models
- Ability to draft executive level presentations and status reports
- Comfortable with project management best practice methodologies

- Strong experience with Middleware technologies