



Example of Service Analyst Job Description

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Our company is searching for experienced candidates for the position of service analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for service analyst

- Monitors computer hardware, software and environmental factors impacting the performance of the systems
- Implementation, maintenance, and support of business recovery plans
- Contributing to the management of the production environment by creating and enhancing processes and best practices within the Service Continuity function
- Working with TIS/BCM teams, application developers and various support teams located in London, New York and Asia Pac
- Daily interaction with all customers including Sr Management up to and including the CEO
- Receive and log incoming request via phone calls, emails, web and in person from the end-user community, including remote locations
- Provide 1st and 2nd level solutions to technical problems over the phone or desk side (onsite) to minimize the loss of production time in accordance with current Service Level Agreements
- Keep customers apprised of ticket status in accordance with current Service Level Agreements
- Recommend or perform remedial action or refer/escalate complex issues to higher levels (3rd and vendors) of technical support
- Work with 3rd level and other internal resources, plus outside vendors and service providers as necessary to ensure that all referred incidents are resolved as quickly as possible

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- Awareness of acceptance and integration process and methods
 - Awareness of Project and Change Management Processes
 - Demonstrates strong communication skills orally and in writing
 - Willing to 'rock the boat' deliver unwelcome messages arising from objective analysis of business data honestly, assertively and constructively
 - Proven ability to support remote customers across different devices desktop, laptop, mobile, tablet, Mac
 - Proven ability to work with the standard native Microsoft administration applications