



Example of Service Analyst Job Description

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Our company is growing rapidly and is hiring for a 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

- Ability to move PC related equipment (weight 10lbs-75lbs)
- Monitor agent activity & adherence (OPT) to facilitate productivity improvements and service level attainment, through liaison and escalation to Team Leaders & Service Performance Manager
- Monitor and distribute workload items in line with intraday plan
- Attend Conference calls with UK Team, Ops areas and possibly clients
- CMS skill changes as required
- Action authorised off the phone activity, shift changes, break & lunch amendments following recommendations from Service Performance Manager
- Ad-hoc scheduling amendments
- Manage off phone activity of agents to perform admin tasks at the most appropriate time so as not to impact SLA's
- Running Intraday reforecasts within Aspect eWFM through assessing the impact on SLA's from Sickness and adhoc shrinkage requests
- Liaise with Service Performance Manager & Operations Managers to decide on correct actions to achieve SLA's

Qualifications for service analyst

- Bachelors degree in an IT-related discipline preferred
- Minimum 3 years full-time experience in technical support/help desk role
- Proven knowledge/competency in the below technical skills requirements

- Must be able to work flexible shifts (8am-8pm, M-F) and be available for 24/7 off-hours coverage rotation (nights