



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

- Responsible for answering telephone calls in a polite and timely manner while achieving agreed call wait levels
- Take part in Major Incident Management in line with organisational processes
- Escalation point for analysts
- Champion of processes and procedures, to guide analysts when incidents are escalated
- Lead by example ensuring a consistent level of performance against management targets
- Partner with key account teams
- Provides excellent customer service by ensuring that Support services are delivered to meet customer business needs and expectations
- Providing Level 2 production support for Shared Services Applications
- Reviewing application / platform changes and ensuring that risks associated with change are understood and any pre go-live support requirements have been met
- Resolving Incidents and Service Requests

Qualifications for service analyst

- Experience of report development
- Experience of managing financial controls
- Identify service degradations associated with network events and incidents

- Technical certification in relevant technical areas is desired (A+, ITIL, Dell, Microsoft, CISCO etc)
- Must have excellent oral, written communication and time management skills