



# Example of Solution Analyst Job Description

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

## Responsibilities for solution analyst

- Provide ideas for system improvement
- Act as point for contact for all high priority incidents and drive it till resolution meeting Key SLAs and Metrics both operations and Quality
- Increase Vendor Managed Inventory, Reduced Lead-Time and Electronic Data Interface penetration
- Evaluate incoming support requests
- Maintains a solid knowledge base of the functional capabilities of and is a Subject Matter Expert on the various areas and products within Talent
- Manage own workload and priorities to deliver agreed upon project milestones
- Prepare high and detailed level estimations of effort to achieve a preferred solution
- Represent and participate in deployment projects for skill up and to provide support for major incidents, and complex issues
- Participation in stabilization activities to include but not limited to Cause Analysis, Proactive Analysis, Process Assessment / Mapping, and Failure Mode Effect Analysis
- Drive an API based delivery pattern to enable the exposure of features to a variety of digital platforms

## Qualifications for solution analyst

- Limited travel might be required
- Familiarity with SAP, SharePoint, MS Project, HP Quality Center, TFS/Urban

- Ability to find problems to see 'what's missing' is important for inspections and reviews
- Undertake multi asset strategic research, including the contributing to the development of new solutions
- Helping with the coding of new solutions