



# Example of Support Data Analyst Job Description

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Our company is growing rapidly and is hiring for a support data analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for support data analyst

- Create incident ticket for any outage or issues impacting production
- Supporting a replay environment for the QA & DEV teams
- Work with QA team to maintain a Performance Lab environment
- Work with exchanges and vendors to track Exchange Driven Changes
- Provide governance for the Market Risk's status on key data management activities to include data quality, initiatives, data provisioning
- Supports Customer Service and Supply Planners activities throughout the Supply Chain as related to product shipping and invoicing
- Leads all E-business activities, such as expansion of EDI and Distributor Portal technologies to our distributors and select vendors worldwide
- Provides data expertise necessary for customer operational support, investigations of IncidentRecords /Problem Tracking Record Claims and provide solutions through filing recommendations, escalation & follow-up
- Communicate to customers and follow up with internal teams to accelerate the resolution rate and increase customer satisfaction
- Take ownership in contact deflection actions by providing filing recommendations and proposed actions on claims avoidance

## Qualifications for support data analyst

- Proficient knowledge of SQL (T-SQL, MySQL, PostgreSQL, HiveQL, ) and experience working with complex data sets
- Previous supply chain, operations, logistics and/or customer service

- Bachelor's degree or higher in a supply chain discipline from an accredited university
- Minimum three (3) years of supply chain, operations, logistics and/or customer service experience
- Ability to handle/manipulate large amounts of data with a strong attention to detail
- A personable, approachable, service-orientated personality