



Example of Systems Support Analyst Job Description

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Our growing company is hiring for a systems support analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for systems support analyst

- Identifying and implementing service and technology improvements in collaboration with your supervisor and desktide team
- Collaborating with your desktide team to resolve problems directly or coordinate with other support services as appropriate
- Supporting high-profile conferences using AV technologies
- Ensure retail IT systems are continuously improved by analyzing and implementing business change requests, and ensure expansion is supported by delivering IT solutions
- Confirm system changes are at the agreed level of quality assurance (QA) to ensure that they are fit for purpose
- Guarantee implementations are managed in a way that reduces or removes risk as much as possible
- Manage key suppliers and 3rd party deliverables to ensure they remain on time and to specification within reasonable control
- Keep new store hardware stocks up to date and ordered ahead of time to avoid shortage or delays
- Monitor support SLAs and where possible improve upon
- Escalate any urgent issues or failures to meet SLA

Qualifications for systems support analyst

- Excellent Communication and customer facing skills or such past experience

- Demonstrated experience and knowledge of telecom domain, protocols and signaling architecture
- Knowledge and Understanding of VOIP/IMS, SIP trunking architecture
- Security (TLS, SRTP or IPSEC)
- Experience on Global Title Translation and Gateway Screening
- Experience with test equipments (protocol analyzers, break-out-box, logic analyzers, Wireshark, Etheral and troubleshooting