



# Example of Technical Support Analyst Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is growing rapidly and is hiring for a technical support 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 technical support analyst

- Evaluate Data Processing Team workflows to identify inefficiencies and process improvement opportunities
- Onboard or support major accounts as assigned by management
- Create and maintain project-specific workflow documentation
- Lead-in-Training, Mentor / Technical Support Resource for the Processing Team
- Act as a subject matter expert for key accounts and/or processes
- Analyzes customer data, instructions, and other requirements to design a processing plan
- Review quality of final product before release to VI, client or manufacturing
- Assist Authorized Service Contractors and Distributors in troubleshooting and debugging Veeder Root and Red Jacket products
- Support Field Service organization relative to application and design issues
- Troubleshoot factory and field hardware

## Qualifications for technical support analyst

- Experience with Seibel and RightNow a plus
- Prior experience with HL7 and/or Mirth strong preferred
- Provide remote support to diagnose any issues on end users work stations or peripheral devices
- Focuses on customer satisfaction as critical goal
- Keen attention to detail and organization skills

