



Example of Technical Support Analyst Job Description

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

- Support System Development Life Cycle (SDLC) activities where necessary (System requirements review, Design review)
- Track and support system performance metrics and report on system availability
- Participate in on-call support outside of core hours
- Work Incidents escalated from less senior Technical Support Analyst
- Review and approve resolutions recommended by Associate Technical Support Analysts
- Develop, modify and execute basic ad-hoc queries
- Create and execute Data Change Requests (DCR) for supported systems
- Initial point of contact for more serious Incidents
- Ensure that recurring Incidents with IT production systems are evaluated as candidates for the Problem Management process and root cause analysis
- Effectively transfer knowledge across the respective process/business function/ portfolio area(s)

Qualifications for technical support analyst

- 1+ years' experience working with computer hardware and software in a Microsoft-networked computer environment
- Has 3-5 years of working experience to collaborate with internal support teams on incident escalation and resolution in a global, 24x7 support

- Has 3-5 years of working experience in performing user administration and setup of all system accounts in adherence to established SOX regulations
- Has 3-5 years of working experience in a global, 24x7 support corporate setting of both Microsoft AD and AS400 operations is required
- Has 2-3 years of general working knowledge of SAP business processes or equivalent ERP experience
- Has 2-3 years of general working knowledge of SAP account management or equivalent ERP experience