Our innovative and growing company is hiring for a technical support analyst. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical support analyst

- Suggesting diagnostics scripts installation, recommended patch collections analysis, within scope and participating in regression testing when necessary
- Provides Tier 1 technical assistance when requested by end user
- Uses discretion to provide timely solution of incidents in order to ensure customer satisfaction, eliminate downtime and prevent cost overruns
- Processes user provisioning and change tasks related to account and access setups in accordance with SOX requirements
- Possesses an understanding of ITIL (Information Technology Infrastructure Library) service operation foundations, specifically around Incident Management and Request Fulfillment
- Participates in meetings, seminars, and training sessions to keep IT-centric skill set current
- Being able to provide resolutions to a variety of technical queries and issues within agreed timeframes
- Manage the installation and the assurance that all hardware and software is configured and maintained to company standards
- Ensure all faults and received and repaired within agreed timeframes
- Maintain the asset management procedure for all IT hardware and software

## Qualifications for technical support analyst

- Has 4-5 years of experience in a mid-large size corporate environment leveraging ITIL framework ( Incident, Change, Service Level and Problem Management) is desired

- Must have network and data center/server experience
- Forefront Identity Manager (FIM) experience is highly preferred
- Concept and understanding of network and firewall filtration