



Example of Technical Support Analyst Job Description

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Our innovative and growing company is looking to fill the role of 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

- Analysing technical issues reported by customers
- Providing implementation advice, code examples and other solutions
- Using product knowledge to decipher the root cause of a problem
- Using group processes, workflows and tools to describe and reproduce customer-reported problems
- Creating software tests based on customer problem reports
- Keeping customers informed about issues that are important to them
- Reviewing product and interface specifications to ensure new functionality meets the customer's needs
- Organising Management and Technical review meetings
- Offering technical support to both internal and external employees through existing phone and solutions to non-technical audiences
- Ability to train Jr

Qualifications for technical support analyst

- Working knowledge of Content Management Systems (WordPress and SharePoint)
- Must be able to lift 50 lbs., twist, bend and work in awkward positions
- The Investment Technology Analyst position requires excellent communication and interpersonal skills, including the ability to build good working relationships with people of diverse personalities and professional backgrounds with a strong focus on customer service

- 3-8 years' experience in IT operations and service management or similar IT roles
- Knowledge of scripting , Aix and Linux