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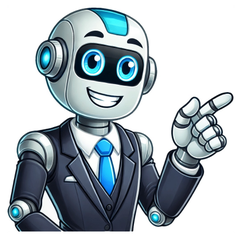

Operations Support Analyst Job Description 4.6 173 votes for Operations Support Analyst Operations support analyst provides setup and support of Jobsite WAN/LAN infrastructure; requires good understanding of Wi-Fi, switch and router deployment. To write an effective operations support analyst job description, begin by listing detailed duties, responsibilities and expectations. We have included operations support analyst job description templates that you can modify and use. Sample responsibilities for this position include: Assist with implementation of the DSU and DVP programs including being involved with ACS for any testing of applications and suitability around user allocation (DSU vs DVP) Assist with oversight of the inventory management of all equipment Provide first level IT support on field equipment per issued Remedy tickets Co-ordinate offsite repairs of IT equipment including asset tracking and shipment to/from manufacturer Support the IT Asset Manager by providing onsite tracking and audits of all distributed IT equipment Providing onsite support for Peoria based Network team Assist Facility SPM Super user as required Utilize & Update the IT Remedy system for job tracking and monitoring Provide support for facility Radios Equipment, Communication Monitors, and Power fleet Provide support and/or participate in 6 Sigma Projects and RIW's at a local and network level Operations Support Analyst Qualifications Qualifications for a job description may include education, certification, and experience. List any licenses or certifications required by the position: ITIL, JLPT, CET, SSL, SSH, SFTP, TCP/IP, II, IAT, AAP Typically a job would require a certain level of education. Employers hiring for the operations support analyst job most commonly would prefer for their future employee to have a relevant degree such as Bachelor's and Associate Degree in Computer Science, Business, Associates, Education, Engineering, Technical, Management, Management Information Systems, Finance, Mathematics Desired skills for operations support analyst include: Internetworking and various LAN/WAN technologies Email applications and capabilities that are stored within them Microsoft Office and similar applications Networking: specifically TCP and UDP Desired experience for operations support analyst includes: Work with development teams to enhance and debug their applications within the web servers Working knowledge of web servers Programming knowledge/experience in Perl and Unix/Linux Knowledge of software builds on Linux/Unix Knowledge of Java application servers (ex JBoss, Weblogic) a plus Provide bi-weekly professional services and development reporting Operations Support Analyst Examples Our company is growing rapidly and is hiring for an operations 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 operations support analyst Requirement management and change control for process/areaEngagement in Business Models preparationOversee the administration and technical support of the ITSM (ServiceNow) tooling on behalf of the Agiliti Service delivery functionReview existing module operations and recommend improvements or new functionality as requiredOn-going management of the CMDB's within ServiceNow, adding new clients as the business grows updating and maintaining the existing dataAnalysis and documentation of relevant supporting business processesConfigure Service Management systems to manage alerts, incidents and problems and fulfil requests to change these settingsDesign and delivery of training and documentation to end usersManage and coordinate weekly management team meeting agenda and minutes, and assist in special projects, team events, and team recognition events/meetingsGather, track, monitor, report and distribute data/information Qualifications for operations support analyst High-level solution understanding of services, networking, and products for telecommunications marketEnglish and Polish language on advanced levelStrong ability to build relationships at the senior level internally and with the customerKnowledge of databases, SQL, access, ExcelExperience in establishing and managing ServiceNow (or equivalent ITSM tools Facets, Remedy) in line with industry best practiceStrong experience in leading enhancements and upgrades to ITSM tooling Our innovative and growing company is hiring for an operations 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 operations support analyst Anticipate and respond to inquiries and opportunities through regular interface with Management Teams & National Office, researches requests and presents effective solutionsImpact recognition of clients impacted by workflow issues, escalate appropriately, decide to utilize workaround techniques to meet client SLA's when requiredIdentify and escalate system issues to appropriate internal departments, including Senior Management and clientsAuthority to notify clients of system processing issues and announcement of Business Continuity or Disaster Recovery operationsVerify encryption fingerprints/keys to validate integrity of data sender/receiver channels in order to establish secure data transport in observance and enforcement of company and client security policies (significant company liability)Set-up and test communications with external parties inclusive of FTP, sFTP, SWIFT, MQTrouble shoot communications issues using internal application tools and technical diagnostic tools to identify latent issuesDecision-making authority when to forward issues to level 2 groups for further researchQuery internal database to verify correct presentment of data, escalate identified issues to level 2 groups for mapping corrections or fixesObserving client specific SLA's, responsible for providing clients an accurate representation of data issues, resolution path, or further troubleshooting requirements-this information is used by clients to make business decisions, including trading and accounting (significant company liability) Qualifications for operations support analyst Provide SME and technical support and advice on the Agiliti Operations suite of tools infrastructure and application monitoring toolsBA/BS degree or local equivalentExperience driving large cross-functional projects across different timezonesProficiency in non-English languagesHas a basic understanding of application development, including analysis, solution design and implementation, testing, and debuggingTwo year technology degree or equivalent Our company is searching for experienced candidates for the position of operations 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 operations support analyst Authorized and responsible for the set-up of new client data workflows, ensuring data sent to correct client and follows the SSAE16 audited control processes (significant company liability)Procedural workflow suggestion changes or issues to management subsequent policy recommendations1-5 years' experience in the financial services industry, or data file transmission group preferredPrior experience in the back office setting, settlements or accounting work supporting clients with custodians a plusExperience in dealing with exception management with data analysis and reconciliation a plusYoung professional or fresh graduate in business / commerce with an accurate working style and process drivenGood understanding of IncotermsAbility to be flexible and work to deadlines and under pressureMonitor ACD queue statistics and call trafficMonitor load balancing and facilitate changes to related network routing Qualifications for operations support analyst Candidate should be comfortable using tools like Notepad++ and GrepUnderstanding of XML, CSV and other text formatsEDI and Healthcare background a plusKnowledge of Jira or other ticketing system a plusUse of an SFTP Server a plusTSQL knowledge a plus Our innovative and growing company is looking for an operations support analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below. Responsibilities for operations support analyst Create and manage CCR schedules based on forecasted call volumesInput and manage schedule exceptionsMake proactive recommendations using historical and real-time dataDistribute exception reports to operations contactsWork with the Reporting Analyst to define (and possibly produce) reports for operations managementMaintain CCR records (shift preferences, vacation requests and balances)Ensure timely and accurate report availability for Reporting AnalystMust possess strong MS Excel and MS Word skillsThinks globally but can understand the detailsAnalyzes, prepares and processes a variety of moderate to highly complex accounting transactions to analyze data and initiates identified procedures and related documentation to minimize possible profit leaks and provide training where necessary Qualifications for operations support analyst Demonstrated experience delivering results in an unstructured and fast paced environmentBachelors in Supply Chain, Finance, Industrial Engineering or similar quantitative disciplineStrong oral and written communication skills, strong documentation skills to describe existing metrics (processes) and propose changes to data & process flowMust have the aptitude and desire to learn new competencies and skills, and a creative approach to problem solvingAdvanced knowledge of and experience with Business Intelligence (BI), analysis, and reporting tools such as - Microsoft Excel (advanced), SQL, PL SQL forms, TableauAdhere to all established company policies, procedures, as outlined Our company is hiring for an operations support analyst. To join our growing team, please review the list of responsibilities and qualifications. Responsibilities for operations support analyst Performs audit?s of all inventory actions and associated documentation to ensure all documentation is complete for the financial action requestedIdentifies, documents and tracks requests for missing audit documents to match to the appropriate identified transactions requestedVerifies submitted information against Parts Master to ensure correct costs of goods on products and accurately state gross profit when products are soldImplements all financial corrections based on completed documentation and ensures that the appropriate financial controls documentation requirements are met according to Sarbanes-Oxley guidelines (SOX) and inventory accounting controls and executes order correctionsSubmit and distribute LOI debitsRecommends process improvements within the team and to other teams within the supported businessesParticipates in special projects including preparing special reportsCoordinate resolution to IT outages until ownership can be identified and assignedServe as the mission operational interface with the Prime Contractor and tactical WarfighterStudy Knowledge Management Qualifications for operations support analyst For senior analyst positions, 6 years or more of experience are expectedMinimum 3 years of enterprise experience in data management and reporting applications, preferably with high tech companiesBachelor's degree in Business, Management Information Systems/ Computer Science or equivalent experience and a minimum of 2 years of related experienceCollecting & storing VAT documentationManage effective communication with internal clients to ensure that the turnaround time for document presentation and task deadlines is maintainedRead understand and preparethe documents to be prepared as per the requirement of the Letters Of Credit Related Job Descriptions In the era of technological advancement, the focus on IT Operations Analysts has never been more prominent. As technology progresses, the demand for skilled professionals who can manage, optimize, and secure our IT operations escalates. But let's delve deeper: What's truly expected from an IT Operations Analyst? Whether you are: An aspiring candidate trying to comprehend the intricacies of this role, A hiring manager outlining the perfect candidate, Or simply fascinated by the backend operations of IT, You're in the right place. Today, we introduce a customizable IT Operations Analyst job description template, designed for easy posting on job boards or career sites. Let's dive right into it. IT Operations Analyst Duties and Responsibilities IT Operations Analysts are responsible for monitoring and diagnosing IT system issues, improving operational processes, and assisting with strategic planning and risk management. They work closely with the IT team to ensure the smooth and efficient running of a company's IT infrastructure. The duties and responsibilities of an IT Operations Analyst include: Analyzing IT systems and identifying problems or issues that need to be addressed Monitoring network and system performance on a regular basis Developing and implementing strategies for improving or further leveraging IT systems Assisting with disaster recovery and data loss prevention plans Providing technical support and guidance to end-users and staff Documenting systems for user training and disaster recovery Coordinating with vendors for the procurement of new systems technologies Testing and troubleshooting hardware, software, and networking issues Conducting regular audits to ensure systems are being operated securely, and data is kept confidential Preparing reports on system performance and presenting findings to management Staying up to date with the latest technology trends and making recommendations for system updates or upgrades IT Operations Analyst Job Description Template Job Brief We are seeking a detail-oriented IT Operations Analyst to join our team. The IT Operations Analyst's responsibilities include monitoring and managing our operational systems, troubleshooting technical issues, optimizing IT processes, and reporting on technology operations to company leadership. Our ideal candidate possesses a strong understanding of IT infrastructure, keen analytical abilities, and excellent organizational skills. The role of the IT Operations Analyst is to ensure that our IT operations run smoothly and are aligned with the organization's business objectives. Responsibilities Monitor daily operations, including server hardware, software, and operating systems. Coordinate IT support, manage system access and security levels, and troubleshoot system errors and issues. Document IT processes, operations, and configuration details. Work with IT team to manage system installations, upgrades, and backups. Analyze system logs and identify potential issues with computer systems. Assist with the development and execution of IT strategies and goals. Maintain an inventory of IT assets and manage IT storage. Provide technical support to employees and train them on new software and hardware. Report on metrics regarding usage and performance. Suggest changes and improvements for IT systems and act as a liaison between different teams for problem-solving and innovation. Qualifications Proven work experience as an IT Operations Analyst, IT Analyst, Systems Analyst, or relevant role. Strong knowledge of network infrastructure and network hardware. Ability to implement, administer, and troubleshoot network devices including WAPs, firewalls, routers, switches, and controllers. Knowledge of application transport and network infrastructure protocols. Ability to create accurate network diagrams and documentation for design and planning network communication systems. Experience with cloud systems and environments, particularly AWS or Azure. Strong problem-solving skills and the ability to work under pressure. BSc degree in Computer Science, IT, or related field. Benefits 401(k) Health insurance Dental insurance Retirement plan Paid time off Professional development opportunities Additional Information Job Title: IT Operations Analyst Work Environment: Office setting with options for remote work. Some travel may be required for team meetings or client consultations. Reporting Structure: Reports to the IT Operations Manager. Salary: Salary is based upon candidate experience and qualifications, as well as market and business considerations. Pay Range: $80,000 minimum to $130,000 maximum Location: [City, State] (specify the location or indicate if remote) Employment Type: Full-time Equal Opportunity Statement: We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. Application Instructions: Please submit your resume and a cover letter outlining your qualifications and experience to [email address or application portal]. What Does an IT Operations Analyst Do? IT Operations Analysts are integral members of an organization's information technology (IT) team. They work for various types of companies across numerous industries, ensuring that the company's IT systems are running efficiently and effectively. They monitor and maintain the operational readiness of IT infrastructure, applications, and services, often using system performance data and tools. This can include tasks such as checking server health, managing software updates, and troubleshooting network issues. IT Operations Analysts are also responsible for identifying potential problems and working on preventive measures or solutions. This could involve analyzing system logs, identifying patterns in incidents, and developing strategies to resolve recurring issues. Another major part of their job is to communicate with and provide technical support to other team members and users. They may be involved in creating and updating documentation, training staff on new systems or features, and responding to inquiries or issues raised by users. IT Operations Analysts can also be involved in the implementation of new IT initiatives or projects. They may help to design, test, and roll out new systems or upgrades, ensuring they meet the organization's needs and minimizing disruption to services during implementation. In short, an IT Operations Analyst plays a critical role in maintaining a company's IT infrastructure, resolving issues, and helping to drive improvements and innovation within the organization. IT Operations Analyst Qualifications and Skills IT Operations Analysts should possess a combination of technical skills, analytical abilities, and business acumen, including: Strong understanding of IT systems, services, and infrastructure to enable effective monitoring, management, and maintenance. Technical skills in areas such as system administration, network security, and database management. Ability to analyze complex data, identifying patterns and insights to guide operational decisions and initiatives. Exceptional problem-solving skills to troubleshoot and resolve IT issues promptly and effectively. Good knowledge of ITIL framework and principles for managing IT service delivery. Effective communication skills to liaise between IT teams and non-technical stakeholders, explaining complex issues in a clear and understandable manner. Project management abilities to oversee IT initiatives from inception through to completion, ensuring they are delivered on time and within budget. Understanding of key business processes and objectives to align IT operations with wider company goals. IT Operations Analyst Experience Requirements Entry-level IT Operations Analysts may have a minimum of 1-2 years of experience, often through internships or part-time roles in IT operations, support, or similar roles. They typically gain foundational knowledge in areas like systems administration, network troubleshooting, and IT project management. Candidates with 3 to 5 years of experience typically have more in-depth knowledge of IT operations, infrastructure, and systems. They are often skilled in using various IT tools and technologies and may have experience in roles such as IT Support Specialist, Systems Administrator, or Network Analyst. IT Operations Analysts with more than 5 years of experience often possess advanced technical skills and have a good understanding of business processes. They may have held leadership roles or have experience in managing IT projects. This level of experience prepares them for senior or managerial roles within IT operations. In addition, any experience in specific industries can be beneficial as it provides an understanding of industry-specific software, systems, and operational needs. Ongoing education and certifications are also important, as technology and IT best practices are constantly evolving. IT Operations Analyst Education and Training Requirements An IT Operations Analyst typically requires a bachelor's degree in computer science, information technology, or a related field. They must have a solid understanding of IT infrastructure and systems, as well as a proficiency in computer languages such as Python, Java, or SQL. Relevant work experience, usually of about 2-3 years, is often required, and this experience can often be obtained through internships or entry-level positions. In addition to these, a master's degree in a related field or a professional certification like a Certified Information Systems Security Professional (CISSP) or ITIL certification can be beneficial and may be required for more specialized roles. Continuing education and staying updated with the latest technologies, trends, and methodologies in the IT industry are also important for career advancement in this field. IT Operations Analyst Salary Expectations An IT Operations Analyst can expect to earn an average salary of $72,500 (USD) per year. The actual income may differ based on factors such as years of experience, specific skills, the size and industry of the employer, and the geographical location. IT Operations Analyst Job Description FAQs What skills does an IT Operations Analyst need? IT Operations Analysts should have a strong technical acumen and the ability to troubleshoot software, hardware, and network issues. They should be proficient in programming languages, IT systems, and data analysis. Excellent problem-solving skills, attention to detail, and the ability to work under pressure are also crucial. Good communication skills are important as they often interact with various departments to understand and resolve IT issues. Do IT Operations Analysts need a degree? Yes, IT Operations Analysts typically need a bachelor's degree in computer science, information technology, or a related field. Some roles may require advanced degrees or certifications in specific areas of IT. Practical experience in an IT role can also be beneficial. What should you look for in an IT Operations Analyst resume? Look for a solid educational background in IT or a related field and relevant work experience. Any certifications in IT operations or related areas, such as ITIL or CompTIA Network+, are also valuable. Evidence of problem-solving skills, data analysis, and experience with various IT systems and tools should be present. What qualities make a good IT Operations Analyst? A good IT Operations Analyst should be technically proficient and have a keen attention to detail. They should be effective problem-solvers, capable of identifying and addressing IT issues quickly and efficiently. They should also have strong communication skills, as they often need to explain complex IT problems in simple terms to non-technical staff. Lastly, they should be good team players, as they often work with various departments within an organization. Is it difficult to hire IT Operations Analysts? The challenge of hiring IT Operations Analysts often depends on the specific requirements of the role and the current job market. Given the technical nature of the role, it can be difficult to find candidates with the exact skill set and experience required. However, offering competitive salaries, opportunities for growth and development, and a positive work environment can attract qualified candidates. Conclusion Voila! Today, we've uncovered the nuts and bolts of an IT Operations Analyst's job. Surprised? It's not just about troubleshooting and maintaining systems. It's about orchestrating the digital landscape, one IT solution at a time. With our handy IT Operations Analyst job description template and real-life instances, you're ready to take the plunge. But why halt your journey there? Go further with our job description generator. It's your key to creating razor-sharp job listings or refining your resume to a T. Bear in mind: Every IT solution is a piece of the larger framework. Let's shape that future. Together. How to Become an IT Operations Analyst (Complete Guide) Trending Career Moves: Jobs That Are on the Up and Up Tech's Unconquerable Territory: Jobs That Remain Human The Safe Bets: Jobs That Survive Economic Roller Coasters The Freedom to Earn: High-Paying Remote Jobs for Modern Professionals! Share — copy and redistribute the material in any medium or format for any purpose, even commercially. Adapt — remix, transform, and build upon the material for any purpose, even commercially. The licensor cannot revoke these freedoms as long as you follow the license terms. Attribution — You must give appropriate credit , provide a link to the license, and indicate if changes were made . You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use. ShareAlike — If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original. No additional restrictions — You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits. You do not have to comply with the license for elements of the material in the public domain or where your use is permitted by an applicable exception or limitation . No warranties are given. The license may not give you all of the permissions necessary for your intended use. For example, other rights such as publicity, privacy, or moral rights may limit how you use the material. Support Analyst Job Description 4.5 177 votes for Support Analyst Support analyst provides an excellent customer service experience with the ability to present solutions in a user-friendly language to team members as well as to non-technical staff. To write an effective support analyst job description, begin by listing detailed duties, responsibilities and expectations. We have included support analyst job description templates that you can modify and use. Sample responsibilities for this position include: Adopt operational workflow and processes, timely incident logging, quality issue/impact communications and appropriate escalations to the team lead and management Followbank's change controlprocedures and work flow change management, eform system and release processes Problem solving complex web application, .NET and WebSphere issues that may occur across the storage, database, communications/network, firewall, application or other hardware or software layers The primary focus of this role will be with .NET and Microsoft technologies Performing Helpdesk operations, ITIL related frameworks Diagnose, investigate and resolve requests and incidents Coordinate with other teams to perform restorative and maintenance actions to resolve customer's technical problems Facilitate outage investigation/restoration of service to Production Environment - organize any conference call, meetings, needed to facilitate the investigation of Production outages/problems and the subsequent restoration of service Communicate status of application production outages - provide periodic pages/e-mails/etc Establish, monitor and evaluate system metrics to identify vulnerabilities and identify problem trends Support Analyst Qualifications Qualifications for a job description may include education, certification, and experience. List any licenses or certifications required by the position: ITIL, MCSE, SSL, PC, V3 Typically a job would require a certain level of education. Employers hiring for the support analyst job most commonly would prefer for their future employee to have a relevant degree such as Bachelor's and Associate Degree in Computer Science, Technical, Business, Education, Engineering, Technology, Information Technology, Information Systems, Computer, General Studies Desired skills for support analyst include: Ability to leverage that information in creating customized customer solutions Major functional processes and associated operating requirements Major products and services and product and service groups Values and practices that align customer needs and satisfaction as primary considerations in all business decisions Ability to adapt as needed Ability to bring a reported problem to successful resolution Techniques for dealing with changes and adapting to a changing environment Desired experience for support analyst includes: Familiarity with SQL queries on Oracle and SQL Server databases Bachelor's degree in Information Systems, Computer Science, Business Administration or equivalent degree/work experience Media industry expertise preferred Strong technical domain knowledge is essential Good understanding of data & data integrity concepts Web programming experience with Java, html and Javascript Support Analyst Examples Our innovative and growing company is looking for a 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 support analyst Works closely with Research and Development and the Quality Assurance teams to move issues through the software release processMaintains a consistent number of open / closed tickets and client satisfaction scoresTo provide support for the BP2S applications, for all day to day problem resolution/support issuesParticipate in any specific improvement on this support deliverablesMonitoring and Supporting the day to day activitiesFully responsible for key activities within the agreed SLA and ITIL processEscalate issues which cannot be resolved, in a timely mannerHave a strong Customer Focus in order to provide a professional support service to both internal and external clientalFlexible approach to working hours to meet the demands of the teamMaintain Knowledge base and share experience with support team members Qualifications for support analyst A bachelor degree in Computer Science, Engineering or MathematicsThe successful candidate is expected to demonstrate flexibility, versatility and an ability to manage multiple concurrent priorities to completion without significant guidance4+ years of in-depth experience on BO technology as part of a development roleExperience of working in SQL Server will be an added advantageShould have an understanding of Datamart design, OLAP, SSASShould be able to run Unit tests in C#/Java Our company is growing rapidly and is hiring for a 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 support analyst Very high degree of IT literacy and associated standard applicationsProvide Support assistance during Post Go Live on Distribution Center ConversionsDeliver service and support to end-users using and online helpdesk ticketing systemDiagnose and resolve issues related to application use case and software issues involving internet connectivity, email clients, browsers and moreEscalate problems to appropriate resourceAccurately process and record the transactions on the helpdesk ticketAnalyse the client tickets received and provide relevant solutionsProactive monitoring of client environments, including trending utilization, identifying behavioral anomalies, and testing backup systemsFirst tier client supportOccasional on-site client support for hardware-related tasks as managed by fellow team member Qualifications for support analyst Oracle PL/SQL development experience (2-3 years)Experience supporting Android platform advantageousExperience working with Active Directory, Google Mail, MS Office, Windows and Mac environmentsShould have good knowledge in Oracle databaseTwo plus years of experience in customer serviceExperience working with any monitoring systems Eg Our company is searching for experienced candidates for the position of 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 support analyst Monitor the recurrent incidents, perform problem management and escalate to the next level of support or development team when requiredCoordinate with Infrastructure teams on events of patching & up gradation of servers to ensure the applications are stable & running after the infra workResponsible for UAT/PROD deployment & validationAnalyzing/documenting problems, recommending solutions, & initiating corrective actionEnsure all calls are cleared as quickly and efficiently as possibleKeep client informed at all times of the progress of their support call and manage their expectationsFollow all calls through to their satisfactory conclusion as agreed by the clientTo document all communications and actions pertaining to logged callsDevelop and maintain sufficient technical skills to guide and advise clients in matters relating to the installation, customisation and operation of F&HE software suiteUse judgement as to whether client requests fall under their maintenance contract and to escalate appropriately if not Qualifications for support analyst Work experience on a credit card platform (Vision Plus) is mustTo undertake analysis, investigation and evaluation production issues/service requests and take it up further for appropriate resolutionActively contribute to the incident management/service request processTo interact with business for production/service request and ensure timely resolution with in SLAWorking Knowledge of Agile MythologyUnderstanding of Environmental, Health, Safety or Quality is considered an asset Our company is searching for experienced candidates for the position of 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 support analyst To ensure all communication is of a high qualityProviding support to Support Analysts to ensure calls are accurately investigated and ensuring the cause and the symptom of problems are identified and resolvedInterfacing with the customer during the investigation/resolution of incidentsResponding to any customer work requestsPerforming daily preventative maintenance checks to detect/resolve issues before they impact the businessProvide system advice to the customerSupporting the customer business cyclesDevelopment of defect fixes and small enhancementsWork with Finance, Accounting and Business stakeholders to ensure PRs are processed and approved in a timely fashion and according to policyEnsure that correct cost centers and accounting treatments are used with PRs Qualifications for support analyst Basic knowledge or exposure to programming languagesDeveloping, building, testing, releasing and installing software updates and application releasesExperience of implementing and supporting major software applications AND mobile testing projects involving a degree of technical complexity AND utilising excellent problem solving skills based on application of experience, hypothesis formulation, replication and testingExperience of working with Windows 7, iOS, and Android mobile devicesExposure to systems running on various virtualised technologiesInstallation, configuration and support of IIS based solutions, mobile working solutions, SSIS solutions SSRS/SSAS business Intelligence solutions Our growing company is looking to fill the role of support analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below. Responsibilities for support analyst Gather requirements, scope and test different options, and implement a new process and reporting system for managing vendor assessmentsReview security assessments, record findings in reporting system, report out to the team on findings and raise awareness of critical issuesClean up vendor data discrepancies and research vendor information to make sure all data is accurate, recent and relevantIn coordination with Content Security, Film Security and Technology Security, develop remediation plans for each vendor based on assessment findingsCoordinate and schedule remediation follow-up with 3rd party vendors.Search Jobs USProvide expertise and accountability for specialty Support Centre tasks such as domain administration, incident and change ticketing system administrationFacilitate the Move, Add, Change (MAC) user profile management processesAccess management - Perform access provisioning and de-provisioning tasks as they relate to new hires, departures and internal transfersWindows based technical supportDevelop a deep understanding of both the functional and technical aspects of the Real Estate & Workplace Solutions (RE&WS) product suite Qualifications for support analyst Working experience in Unix Shell Scripting and database technologies (Oracle, DB2, UDB, and/or SQL Server)Knowledge about the web applications and browsersMicrosoft Windows Operating systems Server 2008, 2012Microsoft Office (especially Microsoft Excel)Database knowledge (Oracle database, SQL or similar)Software and hardware technologies Related Job Descriptions An IT Support Analyst is responsible for providing technical assistance to organizations and individuals regarding software or hardware issues. They solve problems, perform maintenance, and offer guidance to users on a daily basis. In this IT Support Analyst job description, you'll find that they may also install, configure, and update computer systems, printers, and other technology equipment. They may troubleshoot connectivity issues and provide recommendations for network security measures. Additionally, they may be responsible for backing up and restoring critical data as well as conducting system audits to ensure compliance with company policies and government regulations. The IT Support Analyst role requires excellent communication skills, as they must understand and explain complex technical terms to non-technical users. They must also have a keen eye for analytical problem-solving, be detail-oriented, and have patience when walking someone through an issue. If you're seeking a career in the IT industry and enjoy helping others, this could be the perfect role for you. Assist users with technical issues in a timely and effective manner. Troubleshoot and resolve computer hardware and software problems. Install and configure computer systems and peripherals. Monitor and maintain computer networks and systems. Provide technical support to various departments and teams. Document and track all technical support activities. Assist with software and hardware upgrades and rollouts. Perform routine maintenance tasks, such as backups and updates. Conduct training sessions and create user manuals and documentation. Stay up-to-date with the latest technology trends and developments. To get a job as an IT Support Analyst, you need to have a mix of education and experience. Usually, employers look for candidates who hold a degree in computer science, engineering or a related field. In addition to education, you need to have some experience in providing technical support to customers. This can come from internships, part-time jobs, or previous work experience. It's important to have strong problem-solving, time-management, and communication skills as well. Also, having knowledge of networking, operating systems, and programming languages is a big plus. Overall, having a combination of education and experience will help you stand out and land a job as an IT Support Analyst. IT Support Analysts play a vital role in the Information Technology industry by providing technical support and assistance to customers and businesses. In the United States, the median annual salary for an IT Support Analyst is around $52,000, with the lowest 10% earning around $32,000 and the highest 10% earning over $82,000. However, salary ranges can vary depending on factors such as experience, location, and industry. In the United Kingdom, the average annual salary for an IT Support Analyst is £24,814 to £32,000. In Australia, the average salary is AU$60,853 per year. These numbers are based on data collected from various job market reports and salary calculators. Overall, IT Support Analysts can expect a solid starting salary with room for growth and career advancement. With technology continuing to evolve and businesses relying more on IT support, this role is expected to remain in high demand for years to come. Sources: PayScale - IT Support Analyst Salary Range Glassdoor - IT Support Analyst Salaries Indeed - IT Support Analyst Salary Information Good news for all aspiring IT Support Analysts out there! The career outlook for this role looks bright over the next 5 years. According to the Bureau of Labor Statistics, employment of computer support specialists, which includes IT Support Analysts, is projected to grow 8 percent from 2019 to 2029. As technology continues to advance, the demand for IT Support Analysts who can troubleshoot and solve technical issues will only increase. This means there will be plenty of opportunities for IT Support Analysts to advance in their careers and gain more experience. Additionally, with the ongoing pandemic, more and more companies are adopting remote work, which means they will need IT Support Analysts who can provide remote support for their employees. This trend is expected to continue even after the pandemic ends, which will provide even more job opportunities for IT Support Analysts. In conclusion, the career outlook for IT Support Analysts is looking great over the next 5 years. With the increasing reliance on technology and remote work, there will be plenty of demand for IT Support Analysts who can keep offices running smoothly. Q: What does an IT Support Analyst do? A: An IT Support Analyst provides technical assistance to computer users, troubleshoots problems, and maintains computer systems and networks. Q: What qualifications do I need to become an IT Support Analyst? A: A degree in computer science or a related field is preferred. Experience in technical support, problem-solving skills, and knowledge of computer systems are also important. Q: What skills are essential for an IT Support Analyst? A: An IT Support Analyst should possess excellent communication skills, be able to troubleshoot problems and have a good understanding of hardware, software, networks, and protocols. Q: What is the typical work environment for an IT Support Analyst? A: IT Support Analysts work in a variety of settings, including offices, call centers or computer labs. They can also work remotely from home. Q: What career path can I take as an IT Support Analyst? A: An IT Support Analyst can move into other areas of information technology such as network administration, information security, or database administration. Professional certifications such as CompTIA A+ or Microsoft Certified Systems Engineer can also enhance career prospects. The Support Operations Analyst plays a vital role in ensuring that a company's support systems and processes run smoothly and efficiently. This position is essential for helping the organization achieve its business goals by optimizing daily operations and enhancing customer satisfaction. Support Operations Analysts focus on streamlining workflows, analyzing performance metrics, and implementing best practices to improve service delivery. Key responsibilities include managing operational activities, leading cross-functional teams, and overseeing specific areas such as sales and customer service. They work closely with various departments to identify areas for improvement and develop strategies that align with the company's objectives. By providing valuable insights and data analysis, Support Operations Analysts contribute to informed decision-making and help elevate the overall performance of support operations. What Does a Support Operations Analyst Do? A Support Operations Analyst plays a crucial role in ensuring the smooth functioning of support operations within an organization. On a day-to-day basis, they are responsible for monitoring and analyzing operational processes, identifying areas for improvement, and implementing effective solutions. They regularly interact with various departments, including customer service, sales, and technical support, to gather insights and data that drive operational efficiency. By leveraging analytical skills, the Support Operations Analyst helps streamline workflows, optimize resource allocation, and enhance the overall customer experience. One of the key responsibilities of a Support Operations Analyst is to manage specific tasks that directly impact operational performance. This includes adjusting store layouts to maximize customer engagement and satisfaction, as well as managing staff schedules to ensure adequate coverage during peak hours. They also play a vital role in handling customer complaints by analyzing feedback and developing strategies to resolve issues promptly. Additionally, the Support Operations Analyst oversees the implementation of new processes and technologies, training staff on best practices to ensure adherence to operational standards. Overall, this role is integral to the success of support operations, balancing analytical skills with interpersonal communication to foster a productive and customer-focused environment. Sample Job Description Template for Support Operations Analyst This section provides a comprehensive job description template for the role of Support Operations Analyst. This template can be used by organizations to outline the responsibilities, qualifications, and expectations for potential candidates. Support Operations Analyst Job Description Template The Support Operations Analyst is responsible for analyzing and improving support operations processes to enhance customer satisfaction and operational efficiency. This role involves monitoring performance metrics, identifying areas for improvement, and collaborating with cross-functional teams to implement solutions. Typical Duties and Responsibilities Analyze support operations data to identify trends and areas for improvement. Develop and maintain performance metrics and dashboards for support teams. Collaborate with support managers to optimize workflows and processes. Conduct root cause analysis for recurring issues and recommend solutions. Assist in the development and implementation of training programs for support staff. Prepare and present reports on support operations performance to management. Support the implementation of new tools and technologies to improve efficiency. Education and Experience Bachelor's degree in Business Administration, Information Technology, or a related field is preferred. A minimum of 2 years of experience in support operations or a similar role is required. Experience with data analysis and reporting tools is advantageous. Required Skills and Qualifications Strong analytical and problem-solving skills. Proficiency in data analysis tools and software (e.g., Excel, SQL). Excellent communication and interpersonal skills. Ability to work collaboratively in a team environment. Detail-oriented with strong organizational skills. Familiarity with support ticketing systems and customer relationship management (CRM) tools. Support Operations Analyst Duties and Responsibilities The Support Operations Analyst plays a crucial role in ensuring the efficiency and effectiveness of support operations within an organization. Their responsibilities include a variety of tasks aimed at optimizing processes and enhancing customer satisfaction. Supervise support staff to ensure adherence to company policies and standards. Manage inventory levels of support materials and resources to prevent shortages or excess. Coordinate staff schedules to ensure adequate coverage during peak periods. Analyze support operations metrics to identify trends and areas for improvement. Implement process improvements to enhance operational efficiency and customer experience. Prepare reports on support performance and present findings to management. Collaborate with cross-functional teams to align support operations with company goals. Assist in training new support staff and providing ongoing development opportunities. Monitor customer feedback and develop strategies to address concerns and improve satisfaction. Ensure compliance with industry regulations and internal policies in all support activities. Support Operations Analyst Skills and Qualifications A successful Support Operations Analyst possesses a combination of technical and soft skills to effectively analyze data, support operational processes, and enhance customer satisfaction. Proficiency in data analysis tools (e.g., Excel, SQL, Tableau) Strong understanding of customer support software (e.g., Zendesk, Salesforce) Excellent communication skills, both verbal and written Ability to work collaboratively in cross-functional teams Problem-solving skills and a keen attention to detail Leadership abilities to guide and mentor junior team members Project management skills to handle multiple priorities effectively Adaptability to changing environments and evolving technologies Support Operations Analyst Education and Training Requirements To qualify for the role of a Support Operations Analyst, candidates typically require a bachelor's degree in a relevant field such as business administration, information technology, or operations management. This foundational education provides the essential knowledge and skills needed to analyze support operations effectively. In addition to a degree, employers often prefer candidates who possess relevant certifications, such as ITIL (Information Technology Infrastructure Library) or Six Sigma, which demonstrate a commitment to best practices in operational efficiency and quality management. Furthermore, specialized training in customer relationship management (CRM) software or data analysis tools can significantly enhance a candidate's qualifications. While not always mandatory, certifications such as CompTIA IT Fundamentals or Microsoft Certified: Data Analyst Associate can also be beneficial, as they provide additional expertise in technical support and data-driven decision-making. Candidates should also consider any state-specific certifications that may be required, depending on the industry in which they wish to work. Support Operations Analyst Experience Requirements Typically, a Support Operations Analyst is expected to have a combination of educational background and practical experience in operational support roles, usually requiring a minimum of 1-3 years in a related field. Common pathways to gaining the necessary experience include entry-level positions in customer service, administrative support, or internships in operational roles. These positions can provide foundational skills in problem-solving, communication, and workflow management. Relevant work experiences for a Support Operations Analyst may include prior supervisory roles where leadership and team collaboration were essential, customer service positions that honed interpersonal skills, and project management experiences that involved planning, executing, and overseeing projects to achieve specific goals. Frequently Asked Questions What are the primary responsibilities of a Support Operations Analyst? A Support Operations Analyst is primarily responsible for analyzing and improving support processes to enhance customer satisfaction. This includes monitoring support metrics, identifying trends in customer inquiries, and collaborating with teams to streamline workflows. They are also tasked with generating reports, providing insights to management, and ensuring that support teams have the necessary tools and resources to resolve customer issues efficiently. What skills are essential for a Support Operations Analyst? Essential skills for a Support Operations Analyst include strong analytical abilities, excellent communication skills, and proficiency in data analysis tools. Familiarity with customer support software and CRM systems is also important. The ability to work collaboratively with cross-functional teams and adapt to changing environments is crucial, as the analyst often acts as a liaison between the support team and other departments. What qualifications are typically required for this role? Most employers require a bachelor's degree in a related field such as business administration, information technology, or operations management. Additionally, experience in customer support or operations analysis is preferred. Certifications related to data analysis or project management can also enhance a candidate's qualifications for the Support Operations Analyst position. How does a Support Operations Analyst contribute to customer satisfaction? A Support Operations Analyst contributes to customer satisfaction by analyzing data to identify pain points in the support process and recommending improvements. By streamlining workflows and ensuring that support teams are equipped with the right information and tools, the analyst helps reduce response times and increases the quality of customer interactions. Ultimately, their efforts lead to more efficient support operations and a better customer experience. What career advancement opportunities exist for a Support Operations Analyst? Career advancement opportunities for a Support Operations Analyst include moving into senior analyst positions, support management roles, or specialized areas such as project management or customer experience design. With experience and additional training, analysts may also transition into strategic roles that focus on operational efficiency or data-driven decision-making within the organization. Conclusion The role of a Support Operations Analyst is crucial in ensuring that organizations run smoothly and efficiently. By analyzing data, improving processes, and offering valuable insights, these professionals help bridge the gap between technical support and strategic business objectives. This article has provided a comprehensive job description, along with a sample template and guidelines to aid in understanding the responsibilities and qualifications required for this position. Remember, every great journey begins with a single step, and pursuing a career as a Support Operations Analyst could be the opportunity you've been waiting for. Embrace the challenge and take the next step towards your professional growth! For more resources, check out our resume templates, resume builder, resume examples, and cover letter templates. Text copied to clipboard! Text copied to clipboard! Text copied to clipboard! We are looking for an IT Operations Analyst to join our dynamic technology team. As an IT Operations Analyst, you will be responsible for monitoring, maintaining, and optimizing the organization's IT infrastructure and operations. This role requires a keen attention to detail, strong analytical skills, and the ability to troubleshoot and resolve technical issues efficiently. You will collaborate with cross-functional teams to ensure the smooth operation of IT services, implement best practices, and contribute to the continuous improvement of IT processes. Key responsibilities include monitoring system performance, managing incidents and service requests, performing root cause analysis, and supporting IT projects. The ideal candidate will have experience with IT service management tools, a solid understanding of networking and server environments, and a proactive approach to problem-solving. You will also be expected to document procedures, create reports, and assist in the development of IT policies and standards. This position offers opportunities for professional growth and the chance to work with cutting-edge technologies in a fast-paced environment. If you are passionate about IT operations and eager to make a significant impact, we encourage you to apply. Text copied to clipboard! Monitor and maintain IT systems and infrastructure. Respond to and resolve incidents and service requests. Perform root cause analysis for recurring issues. Collaborate with teams to implement IT solutions. Document IT procedures and maintain knowledge base. Support IT projects and initiatives. Ensure compliance with IT policies and standards. Analyze system performance and recommend improvements. Manage user access and security permissions. Assist in disaster recovery planning and testing. Text copied to clipboard! Bachelor's degree in Computer Science or related field. 2+ years of experience in IT operations or support. Strong troubleshooting and analytical skills. Familiarity with IT service management tools (e.g., ServiceNow). Knowledge of networking, servers, and cloud environments. Excellent communication and teamwork abilities. Ability to prioritize and manage multiple tasks. Experience with scripting or automation is a plus. Understanding of ITIL or similar frameworks. Attention to detail and proactive problem-solving. Text copied to clipboard! Describe your experience with IT operations and support. How do you prioritize multiple incidents or requests? What tools have you used for monitoring IT systems? Can you provide an example of a complex issue you resolved? How do you ensure documentation is accurate and up to date? What steps do you take to improve IT processes? Describe your experience with disaster recovery planning. How do you stay updated with new IT technologies? Have you worked with ITIL or similar frameworks? What motivates you to work in IT operations?