

## Standard Job Profile

POSITION TITLE:

### SUPPORT ANALYST

IT Service Assignment: Operations Services → Support

Profile-IT® Role Group: Operations and Support

Profile-IT® Roles: Support Analyst

#### STANDARD DESCRIPTION:

“The Support Analyst manages the problem resolution process for operational systems to completion and reports on system availability and compliance with agreed service levels.”

#### POSITION RESPONSIBILITIES:

ITIL® Process Assignment:

- Problem Management Process (Support Analyst Level 2)
- Incident Management Process (Support Analyst Level 2)
- Service Desk (Support Analyst Level 1)

ITIL® Process Objectives:

Problem Management Process:

- Prevent and reduce incidents and provide quick resolution to ensure structured use of resources.
- This includes:
  - Turning unknown errors into known errors. Involving all applicable parties to achieve this outcome. Typically includes Technical Administrator, Software Architect.
  - Provide work-around scenarios for problems on hand.
  - Raise Change Requests for problem mediation if change is required for resolution.

Incident Management Process:

- Restore the service as soon as possible while minimizing any negative effect on business processes. See to it that service is restored.

Service Desk:

- Central point of customer contact with I.S. Organization.
- Provide initial assessment of all incidents and attempt resolution from known solution knowledge base.
- Assign unknown errors/problems to Second Level Support Analysts for action.
- Keep users informed.
- Report on service support activities.

ITIL® Key Performance Indicators:

- Reduction and absence of incidents.
- Increased service availability and performance.
- Greater customer satisfaction.
- Lower cost of the process.
- Adherence to agreed service levels for response rates and resolution rates.
- Improved co-ordination with internal and external parties for incident and problem resolution.
- Highly motivated service employees.

Profiled(IT)People® IT Services Activities:

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### WORKSTREAM ACTIVITY

- **Call Management:** Receive escalated calls from 1st level support, classify as known or unknown errors or other (data correction, training, feedback, etc.). Update case information, and provide customer feedback, regularly.
  - **Artifact:** Case Data.
  - **Outcome:** Informed Customer, Assigned Incident.
- **Known Issue Management:** If known error, communicate status and work around (if available) to customer.
  - **Artifact:** Case Data Work Around.
  - **Outcome:** Informed Customer.
- **Unknown Issue Trouble Shooting:** Trouble shoot and ensure trouble shooting of unknown issues and application service failures, by appropriate team. Turning unknown errors into known errors. Involving all applicable parties to achieve this outcome. Typically includes Technical Administrator, Software Architect.
  - **Artifact:** Case Data.
  - **Outcome:** Known Error with Work Around.
- **Service Restoration:** Arrange for service restoration as soon as possible while minimizing any negative effect on business processes. See to it that service is restored to the previously known working state if possible.
  - **Artifact:** Case Data.
  - **Outcome:** Restored Service and/or Application Modification Request.
- **Modification Requests:** Raise Modification Requests with the Modification Service for problem mediation if change is required for resolution of known error, and see to it that fix is deployed as per business priority and release schedule.
  - **Artifact:** Modification Service Request.
  - **Outcome:** Executed Modification (Solution or Process Improvement).
- **Monitoring:** Monitoring systems performance, application logs, etc. Logging latent issues as Support Incidents where required.
  - **Artifact:** Monitoring Logs.
  - **Outcome:** Request for Application Modification, Application Modification.

### DOCUMENT

- **Knowledge Base and Case Data:** Specify and track all case information on known and unknown errors, user help, workarounds, case status, support instructions, escalations, responsible parties, customer impacts, etc.
  - **Measure:** Up to date and complete Knowledge Base.
- **Call Management and Customer Satisfaction Reporting:** Report on call numbers, frequencies, outcomes, trends, systems quality, user feedback, customer satisfaction, etc.
  - **Measure:** Informed Client and Management

### Interactions:

- Users of the System/Solution: Clients/Users with problems.
- Change Implementation Roles: Analysts, Designer Implementers, Project Management.
- Other Operations and Support Roles: Technical Administrator, Tools Specialist

### COMPETENCIES:

Key Personality Attributes as per Gallup International StrengthFinder® Strengths:

- **Activator:** People strong in the Activator theme can make things happen by turning thoughts into action. They are often impatient.
- **Command:** People strong in the Command theme have presence. They can take control

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- of a situation and make decisions.
- **Communication:** People strong in the Communication theme generally find it easy to put their thoughts into words. They are good conversationalists and presenters.
  - **Focused:** People strong in the Focus theme can take a direction, follow through, and make the corrections necessary to stay on track. They prioritize, then act.
  - **Learner:** People strong in the Learner theme have a great desire to learn and want to continuously improve. In particular, the process of learning, rather than the outcome, excites them.
  - **Responsibility:** People strong in the Responsibility theme take psychological ownership of what they say they will do. They are committed to stable values such as honesty and loyalty.
  - **Restorative:** People strong in the Restorative theme are adept at dealing with problems. They are good at figuring out what is wrong and resolving it.

Please note that these are only guidelines. Different strengths may be required based on the dynamic of the team or the organization.

Profile-IT® Role Competency:

Support Analyst Role Competency

- **Capability to Manage Problems Within Solution Support Processes:** “I am highly competent / experienced in diagnosing and getting problems with a solution, resolved for a user as part of an incident and/or problem management process.”
- **Diagnostic and Problem Solving Capability:** “I am highly competent experienced in diagnosing and solving the right problems for users as part of a problem management process.”
- **Knowledge of Systems, Products and Applications in Operation and Production:** “I am highly knowledgeable of the systems, platforms, and applications in operation that I support.”
- **Knowledge of Business Impact of Change and Application Failure:** “I am highly knowledgeable of the business impact of change or failures in applications under my support.”
- **User Relationships:** “I am highly competent in dealing with difficult users in a high pressure critical support environment.”
- **Reporting on Outcomes:** “I am highly competent in compiling detailed management reports on incidents and problems, that adds value to measure and pro-actively improving operational performance of the organization.”

TOOL KNOWLEDGE AND SKILLS:

To be included as per the requirements of the Position. Include technology solutions, platforms, versions etc.

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