

# IT Operations Analyst Job Description

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## **Duties and Responsibilities:**

- Analyze and provide solution to low complexity and routine computer issues
- Work together with vendors to aid repairs of hardware, i.e. printers, laptops, and desktops
- Responsible for the definition, design, implementation, and maintenance of support infrastructure for application solutions
- Oversee the Incident, Problem, and Change management processes
- Identify incident trends; recommend and implement improvements to reduce volume
- Prepare SOP (Standard Operating Procedures) for the daily maintenance of applications and underlying systems
- Keep Ops team up-to-date with new implementations and technologies
- Establish clear communication channels for feedback from customers, peers, and cross functional teams
- Identify new solutions for improved processes, as well as develop cost/benefit analysis for business solutions
- Make certain that technology solutions adhere to quality standards
- Collaborate with the project teams to review or inspect work to guarantee their quality.

## **IT Operations Analyst Requirements – Skills, Knowledge, and Abilities**

- Education: Applicants for the IT operations analyst position are expected to possess a Bachelor's degree in Computer Science or in a related field
- Knowledge: They should have good understanding of systems architectural concepts and methodologies; infrastructure platforms and their application; business processes, process

analysis/management, and IT requirements and IT managed services. It is also important that they can manage Critical Incident and Change Management SLA's with Service Provider, and can also manage and implement process improvements in NOC/SOC (network/security operation center)

- It is also essential that they have knowledge of networking; can write Technical Specs and provide Level1 application Support (Client/Server)
- Troubleshooting and problem-solving skills: They must have the required technical skills to identify system problems, as well as seek out ways to improve processes
- Communication skills: They require both oral and written communication skills to facilitate knowledge sharing among teams, especially in cases where new technologies have been implemented, and to relate with customers in a professional manner
- Quick Learner: The IT field changes rapidly, so it is vital that applicants for the IT operations analyst role are life-long learners able to adapt new technologies necessary for improved processes
- Team work abilities: They must be able to work and contribute in a team oriented environment
- Interpersonal skill: The IT operations analyst job requires working with vendors, internal, and external customers; so it is important that applicants for the role have the ability to influence operations teams, and establish rapport to work effectively with the above mentioned groups of people
- Computer skills: Applicants should have solid knowledge of PC and Mac computers, mobile devices, and Microsoft Office applications (Word, PowerPoint, Excel, and Outlook). The IT operations analyst job involves identifying trends and improving processes, so it is also essential that applicants have experience using statistical packages (Excel, SPSS, SAS, etc.) for analyzing large datasets; proficient SQL knowledge, strong technical expertise regarding data models, and database design development, as well as data mining and segmentation techniques
- Strong organizational skills: IT operations analysts deal with multiple stakeholders, including vendors, internal customers, end users, and management, so they must be able to plan and schedule tasks, as well as prioritize requests for support from customers

- Analytical skills: To perform their job successfully if hired, applicants must also possess advanced analytical skills, with the ability to collect, organize, analyze, and disseminate significant amounts of information, with attention to detail and accuracy.