

# System Support Analyst Job Description

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- Responsible for technical systems support to users for all financial and HR/payroll applications on daily basis or as needed
- Responsible for the maintenance of ongoing documentation, including test cases, job aids, SOPs, checklists, and timelines
- Provide instruction to other administrators on key system functionality, administrative tasks, and processes
- Collaborate with stakeholders to standardize, streamline, and coordinate business and system processes
- Responsible for documenting and clearly communicate business processes to stakeholders
- Carry out acceptance testing of new or updated software applications by developing test data and calculating expected results
- Responsible for the execution of programs and procedures, as well as the review and evaluation of output and systems
- Provide current information to employees concerning computer and software applications
- Carry out research to resolve problems and integrate repeated questions into training program
- Participate in workshops and seminars to remain current on computer applications.