JOB ANALYSIS TEMPLATE

Title of Job:	Support Analyst I		Name:	
Reporting to:				
Description	Provide high quality, timely level 1 support for customers and Allegro services groups. Will be assigned specific customers as primary support and secondary support. Responsible for taking calls directly from customers, and providing solutions to the customers for issues reported. Excellent written and verbal communications skills required. Must be detail oriented, organized and able to successfully manage multiple customers at the same time.			

Roles and Responsibilities (activities, tasks, projects)		Deliverables	Value to Organization (0-5)	Priority Ranking (1 – 5)
1	Communicate with the customer's primary contact or Allegro Services team via email, phone, WebEx. Inform clients of any system updates (i.e. TT, ICE, CME, etc.) changes that may be required for Allegro compatibility.	Provide status/feedback of issues, weekly status reports, notification of releases	5	
2	Log and track any incoming requests in Allegro's tracking system	Provide case number and status to client	5	
3	Assign initial severity level to requests and escalate when needed; maintain client status in Netsuite	Communicate to management /client	3	
4	Provide weekly status reports and Service packs/release notes when available	Email	3	
5	Reproduce issues and troubleshoot to find resolution (research previous cases and documentation)	Research, analyze, test	5	
6	Document the issue for Product and R&D teams	Creation of test case illustrating how to reproduce the issue	5	
	QA testing – test new code versions and updates as received including new compiles and class events	Test new compile/class event to ensure issue has been resolved	3	
	Load and maintain assigned customer databases,	Creating/managing databases on Oracle and	2	

manage space	SQL Servers		
Assist other team members by working through requests when time allows	Creating test documents and opening cases for PM	2	
24x7 support for certain customers	Carrying after-hours phone on assigned weekends	2	
Provide secondary support to clients when primary support is out of the office	Communication/logging and reproducing of issues	3	
Continuing education of Allegro Software – stay up to date and informed of product changes and functionality	Knowledge and continuing education	2	

	Critical	Desirable	Optional	Must Not Have
	Skills, Competencies and Knowledge Required for the Position			
	Critical	Desirable	Optional	Must Not Have
1	Excellent verbal/written communication skills			Coding skills (C#)/Visual Studio
2	Detail oriented			Network Infrastructure management
3	Well organized			Crystal Reports
4	Proactive			
5	Able to work independently			
	Problem Solving skills			
	Ability to support multiple clients and manage priority/ Time management skills			
		SQL/Oracle query language		
			Industry Knowledge	
	Microsoft Office			
	Ability to work under pressure			
	Customer Service skills			
	Analytically oriented, logically minded			

Experience	Degree in Information System or related field preferred but not required. Typically requires 0-3 years experience in customer support or related field.		
Education			
	Degree Required	Subjects	Minimum Marks/Grade
Basic Education	Y		
College Degree	Y		
Graduate Degree			
PhD			
Occupational Certificates			