

POSITION OVERVIEW

Job Title: IT Support Analyst
Business Title: IAM Analyst
Department: Technology Delivery and Operations
Job Code: ITSUPANST
Reports to: Manager, Access Management
FLSA Status: EXEMPT
Draft Date: 4/7/2026
Revision Date: 4/16/2026
Approved By: Christopher Walsh
Role: Individual Contributor

POSITION SUMMARY

The IAM Analyst supports the secure and reliable operation of identity and access management services by **executing established IAM processes and controls**. This role is responsible for **day-to-day access provisioning, authentication support, and identity lifecycle activities**, ensuring users have appropriate access to systems and applications in alignment with policy and compliance requirements. The IAM Analyst operates within defined procedures, provides responsive end-user support, and escalates complex or recurring issues to supervisory or engineering teams, serving as a critical operational contributor within the IAM function.

POSITION DUTIES AND RESPONSIBILITIES

IAM Operations & Access Management

- Process identity and access requests in accordance with established IAM policies, procedures, and approval workflows.
- Perform user provisioning, modification, and deprovisioning across IAM-integrated systems to support onboarding, role changes, and offboarding.
- Maintain role-based access control (RBAC) assignments to ensure users have appropriate access based on job function.

Authentication & End-User Support

- Troubleshoot and resolve issues related to authentication, Single Sign-On (SSO), Multi-Factor Authentication (MFA), and password resets.
- Provide timely, professional support to end users, including clinical and administrative staff, when access-related issues arise.
- Communicate clearly with users regarding resolution status, required actions, and next steps.

Incident, Request, and Service Management

- Manage IAM-related incidents and service requests through ServiceNow, ensuring accurate documentation and timely resolution.
- Escalate complex or recurring IAM issues to IAM Engineers or Senior IAM Engineers as appropriate.
- Support planned and unplanned downtime procedures related to identity and access services.

Compliance, Reviews & Audit Support

- Assist with periodic access reviews, certifications, and audits by validating access entitlements and removing inappropriate access.
- Follow compliance and regulatory requirements (e.g., HIPAA, SOX) as they relate to identity and access management.
- Ensure access changes are completed accurately and within required timelines.

Documentation & Process Adherence

- Adhere to established IAM processes, runbooks, and security standards.
- Update IAM documentation, procedures, and knowledge base articles as processes or systems change.



- Identify operational inefficiencies or recurring issues and provide feedback to leadership for improvement.

Collaboration & Team Support

- Work closely with IAM Analyst Supervisors, Engineers, and other IT teams to support secure, reliable access services.
- Support Tier 1 and Tier 2 IT teams by assisting with IAM-related escalations and knowledge sharing.
- Participate in team meetings, training, and process improvement initiatives.

DESIRED PROFESSIONAL SKILLS AND EXPERIENCE

Education

- Associate’s or Bachelor’s degree in Information Technology, Information Systems, or a related field, or equivalent professional experience.

Experience

- 1–3 years of experience in IT support, IAM operations, service desk, or systems administration roles.
- Experience working in an enterprise IT environment supporting user accounts and access.

Technical Skills

- Familiarity with identity and access management concepts.
- Experience supporting or administering:
 - Okta (SSO, MFA, basic access requests)
 - Active Directory and/or Microsoft Entra ID
- Ability to troubleshoot access, login, and MFA issues.
- Experience using ticketing systems such as ServiceNow.

Soft Skills

- Strong customer service and communication skills.
- Attention to detail and accuracy when handling access changes.
- Ability to follow documented procedures and security requirements.
- Organizational skills with the ability to manage multiple requests simultaneously.

PHYSICAL ACTIVITIES

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

Never Occasionally Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

Never Occasionally Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

Never Occasionally Constantly

Moving about to accomplish tasks or moving from one worksite to another.

Never Occasionally Constantly

Adjusting or moving objects up to 15 pounds in all directions.

Never Occasionally Constantly

Communicating with others to exchange information.

Never Occasionally Constantly

Repeating motions that may include the wrists, hands and/or fingers.

Never Occasionally Constantly

Operating machinery and/or power tools.

Never Occasionally Constantly



Operating motor vehicles or heavy equipment.

Never Occasionally Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

Never Occasionally Constantly

ENVIRONMENTAL CONDITIONS

Low temperatures.

Never Occasionally Constantly

High temperatures.

Never Occasionally Constantly

Outdoor elements such as precipitation and wind.

Never Occasionally Constantly

Noisy environments.

Never Occasionally Constantly

Hazardous conditions.

Never Occasionally Constantly

Poor ventilation.

Never Occasionally Constantly

Small and/or enclosed spaces.

Never Occasionally Constantly

No adverse environmental conditions expected.

Never Occasionally Constantly

PHYSICAL DEMANDS

Sedentary work that primarily involves sitting/standing.

Never Occasionally Constantly

Light work that includes moving objects up to 20 pounds.

Never Occasionally Constantly

Medium work that includes moving objects up to 50 pounds.

Never Occasionally Constantly

Heavy work that includes moving objects up to 100 pounds or more.

Never Occasionally Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date

