Downloaded from <https://www.velvetjobs.com/job-descriptions/analyst-application-support>

# Example of Analyst, Application Support Job Description

Our innovative and growing company is looking to fill the role of analyst, application support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for analyst, application support

* Incident Management/ Problem management / reduce incident resolution time
* Production ticket inventory management
* Production support integration into critical operational, technical and business units
* Operational reporting and SLA management
* Support continuity of business and disaster recovery capabilities
* Familiarity with html, Http, F5, xml, json, js, css, xslt etc
* Propose and implement enhancements to improve the features, security, performance and reliability of the Webserver environments
* Maintain documentation and validation processes to ensure adherence to company policies
* Collaborative and team focus
* Provide technical support to company user base on business systems

## Qualifications for analyst, application support

* Demonstrated strong problem solving skills to deal with the issues encountered across multiple applications within a complex environment
* Improvement focused – expect to be asked what Keizen means!
* 7+ years hands-on experience implementing Windows 2003/2008/R2, experience implementing or supporting application hosted on Red Hat Linux servers (5.x), AIX in a large enterprise environment
* 7+ years hands-on experience in .Net technology
* 7+ years experience designing highly reliable/recoverable Windows-based solutions that address specific business needs and requirements
* Operating systems and applications Windows Server, SQL