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# Example of Application Development & Support Job Description

Our innovative and growing company is searching for experienced candidates for the position of application development & support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for application development & support

* Managing the ticket, update status, diagnosis information adding, and KPI definition and publication
* Escalate the ticket to appropriate Level 3 teams after diagnosis and ticket improving in case of inability to fix or to improve the diagnosis
* Understand the global operation of the delivered Service and evaluate the ticket regarding specificity of the connected Object (appliance, vehicles …)
* Diagnostic tree definition and improving
* Operational management of local technician
* You will handle all levels of support, dealing with the initial analysis of a ticket and progress further with the customer through implementation to resolution
* Use remote support tools to install, change or assist with various technical issues and requests
* Provide administrative tools to handle and maintain network access and stability
* You will be diligent in root cause identification and remediation
* Support CCNA Fountain Financial Close, RE and Annual Business Plan processes from a systems/technical perspective

## Qualifications for application development & support

* Experience with Matlab, R, RATS
* Second year or penultimate year student in any local university of Hong Kong
* Possesses adequate knowledge and concepts in application programming
* Student who studies Computer Science, Computer Engineering, Information Systems or equivalent degree courses is preferred
* With passion in the IT consulting career
* Self-confident communication and presentation skills with strong business sense