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# Example of Application Support Analyst Job Description

Our company is growing rapidly and is looking to fill the role of application support analyst. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for application support analyst

* Provide daily production support and help resolve any application problems in a prompt and efficient manner
* Perform basic system administration tasks including setup of user profiles and security access
* 1st and 2nd level application support for business systems with escalation to software development, technology teams, end users or third parties as appropriate
* Recording and taking ownership of issues using ServiceNow or Jira system and following through to successful resolution
* Ensure business systems are operational during core business hours
* Analysing the risk & impact of various tasks and prioritising them
* Supporting the end user to ensure continuity of the development, UAT and Production environments
* Test and implement bug fixes or enhancements in Dev, Test and Live environments
* In charge of Disaster Recovery scenarios
* Monitoring business systems

## Qualifications for application support analyst

* BS in Information Systems, Information Technology, or a related field is required
* Ability to work quickly and independently in a fast-paced environment
* A hunger to learn best practices across a large portfolio of applications and platforms
* Ability to master the design and development of financial and operational reports
* Requires ability to handle multiple tasks
* Requires experience with MS Office tools, including Visio