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# Example of Application Support Analyst Job Description

Our company is looking to fill the role of application support analyst. 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 support analyst

* Analyzes, designs, codes, tests, and documents programs
* Performing a daily health check of intra-day/overnight system batch and UI processes
* Monitor Level II business application incident queue, resolve level II issues, and coordinate Level II problem resolution with business leaders and technology vendors as required
* Support standard and accepted processes and procedures governing Incident Management, Problem Management, Change Management, and Release Management in addition to application administration, data management, and license compliance
* Participates on project teams to evaluate, select, test, and implement business technology systems in support defined business requirements and in compliance with technical and security standards
* Maintains strong working relationships with business technology personnel, IT associates, and business technology vendors
* Troubleshoot software and configuration errors determining root cause and improvement opportunities
* Deploy new or updated software code provided by Product Development
* Develop and maintain scripts to automate deployment activities
* Monitor and help improve system / application performance and stability

## Qualifications for application support analyst

* Knowledge of programming languages including MySQL, ASP, Java, PHP
* Knowledge of publishing, media, ecommerce industry a plus
* Proactively monitor all identified key performance indicators to ensure the website is running within the identified tolerances
* Understand Database tables, relationships, stored procedures, indexes and views
* Works independently, displays initiative
* Previous experience of Production Application support