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# Example of Application Support Associate Job Description

Our company is growing rapidly and is looking to fill the role of application support associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for application support associate

* Latency / capacity monitoring implementation
* Stability initiatives and operational excellence within environment
* Focus on transformational project work across the wider global CB&S organisation
* Opportunities to develop leadership competencies on stability and operational excellence programmes
* Participate on core internal Ford team to manage daily operations of applications, utilizing standard ITIL V3 tools such as Incident Management, Problem Management, Knowledge Management
* Proactively monitor performance and research root cause of performance deviations
* Interface with key business owners, and various IT teams to prioritize improvement efforts
* Manage the global business application platform
* Oversee and manage the infrastructure and supportive resources
* Develop reports and metrics to drive operational improvement

## Qualifications for application support associate

* 2 years of UNIX systems administration, DB Administration or application support
* 2 years of Oracle DB Administration
* Middleware/MQ/Websphere experience
* Familiarity with SARIE system management and operations
* Support and Technical Operations experience on Temenos T24 will be an added advantage
* Ensure system’s health using monitoring tools