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

# Example of Application Support Consultant Job Description

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

* Assist users with application questions and issues
* Capture metrics regarding performance and capacity, stability, and value that drive decisions
* Drive innovations on their team always looking for performance improvement
* Providing recommendations for the best user experiences and product enhancements
* Researching, troubleshooting, diagnosing and recommending solutions to increasingly complex business or technical problems
* Must be energized, empowered and able to drive resolution to issues and tasks without requiring greater levels of guidance to accomplish the tasks
* Have an architectural level knowledge of application infrastructures with the ability to drive changes or improvements that lead to a more supportable and sustainable solution
* Have experience in managing and supporting highly scalable distributed systems
* Have strong analytical problem solving skills for root causes analysis and innovative solutions
* Ability to automate through scripting and configuration management, have a deep understanding of scripting languages like Bash, Shell or Perl

## Qualifications for application support consultant

* Design, implement and monitor application and file system backup and recovery processes
* Provide ongoing support for existing Lawson installations and new installations/modules if any that may come up
* Work with other Application Support functions manage the controls through the life-cycle of incidents, problems and change implementation
* Must hold Workday US Payroll Certification and either Absence or Time Tracking certifications
* Strong US Payroll process knowledge
* MS SCCM, MS SCOM, SSRS, C#, MS SQL Server, DBMoto, Powershell