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# Example of Application Support Lead Job Description

Our growing company is looking for an application support lead. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for application support lead

* Experience operating in an ITIL based organisation
* Experience leading small teams and developing people's technical and personal skills
* Strong communication skills, coupled with the ability to engage effectively with internal and external stakeholders
* A passion for the business which we operate in and a dedication and drive towards continuous improvement
* Manage Application Support team members who are directly reporting and manage the relationship with all internal and third-party service suppliers
* Follow and drive appropriate departmental and company procedures and policies
* Recognize and develop the technical nontechnical skills and abilities of team members
* The ability to work with existing regional teams managing and mentoring
* Willing to go the extra miles to provide excellent service
* Reliable, able to work independently and inspire/motivate staff

## Qualifications for application support lead

* Undergraduate degree and 4-6 years relevant experience or equivalent combination of education and work experience (8-10 years of relevant experience)
* Strong knowledge of Unix, Sybase and Oracle technologies
* ITIL Certification and relevant experience
* Experience tracking projects and issues with JIRA software
* Strong knowledge of Unix and Oracle technologies, and scripting languages
* Undergraduate degree and 6-8 years relevant experience or equivalent combination of education and work experience (10+ years of relevant experience) leading application support projects