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# Example of Application Support Lead Job Description

Our innovative and growing company is hiring for an application support lead. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for application support lead

* Have experience of managing the performance efficiency and cost effective delivery of third party suppliers and strategic partners
* Possess excellent stakeholder management and communication skills, with the ability to build working relationships, influence and negotiate with people at all levels within an organisation
* Be able to translate technical detail and challenges into business language to articulate risks to service
* Hold a sound understanding of the application development lifecycle and how applications integrate across the IT Landscape
* Be able to plan and manage remediation activities to address technical risks and improve services
* Be someone who thinks ahead to initiate proactive changes to systems and processes
* Have the rigour, ability and discipline to self-learn that is required for continual professional development and to stay abreast of changes in the IT industry
* Resolve escalated application incidents that production support team cannot address
* Review application design/development to ensure operability and resiliency
* Work with Application Development teams and project management to address root-cause issues identified

## Qualifications for application support lead

* Strong techno-functional Oracle ERP OM/IB/SC experience mandatory
* Minimum two years of Application Support experience in a commercial environment with leading support teams in multifaceted technologies and business domains
* Exposure and sound knowledge of Financial Services domain – Investment Management, Mutual Funds and Fund Accounting would be definitive plus
* Experience in ITIL Service Support, preferably with a formal ITIL qualification (or their equivalents outside of the ITIL framework)
* A good working and hands-on knowledge of
* A minimum of 5 years experience working with complex, heterogeneous Investment Processing applications in the Financial Services industry