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# Example of Application Support Manager Job Description

Our company is hiring for an application support manager. 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 manager

* Manage service delivery from our outsourced vendor partners
* Manage life cycle of incidents including communication, investigation, and resolution
* Manage SLAs with internal and external teams 3rd party vendors
* Prioritization of new demand requests
* Oversee daily operation of Market Risk systems in Production and Pre-Production, serve as a point of escalation for application incidents, driving the Post Incident Review process where the incident is customer visible, or where the incident would otherwise indicate systemic, structural or recurring problem characteristics
* Establish and maintain relationship of trust with Business customers to understand priorities and impact while tracking the progress of time-sensitive Production issues to ensure a timely resolution and communication of progress
* Monitor and facilitate adherence to documented application Operation Level Agreements (OLAs) and Service Level Agreements (SLAs) and enable efficient reporting of ITIL-based metrics
* Collaborate with the IT Service Management team to ensure business-centric depiction of business and technical impact, incident root cause, symptoms, and track remedial actions to completion against committed PIR dates on behalf of Market Risk customers
* Train and coach new team members on the application production support framework and processes
* Development, maintenance and support for Network Capital Finance monthly budget forecasting tool

## Qualifications for application support manager

* Tools/utilities for large data file manipulation, comparison, filtering, debugging (could include Excel, VB, VBA)
* Understanding of network fundamentals (firewalls, NAT addresses, routers)
* Performance, change, and trouble management including log book
* Knowledge/experience with Network OSS applications such as Preside, HP OpenView, Tivoli, Cisco Works, InfoVista
* Minimum of 3 + years managing projects in multiple technologies, functions
* College degree in computer science, mathematics, or equivalent experience