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# Example of Application Support Manager Job Description

Our innovative and growing company is hiring for an application support manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for application support manager

* Ensures effective use of associate competency evaluation techniques for internal associate education
* Keeps abreast of the regulations affecting area of responsibility and complies with those regulations
* Acts as a technical resource for internal associates and works closely with the Application Program in San Jose, CA and San Diego, CA
* Ensures technical knowledge transfer between all customer facing teams
* Provides technical leadership and support at tradeshows, user meetings, workshops, and other special Cell Analysis venues as appropriate
* Responsible for resource scheduling and allocation
* Develops and maintains customer focused metrics and analytics that drive process improvements across the team and organization
* Ensures EH&S policies and procedures are followed through education and training
* Discusses and documents pertinent EH&S topics at staff meetings
* Carries out Human Resources management responsibilities such as hiring, job assignments, termination recommendations, transfers, promotions, salary actions and processes performance reviews on time

## Qualifications for application support manager

* Understanding of company IT infrastructure domains including data centers, network/ communications, server utilization, virtual environments, storage and application development & maintenance
* Previous experience working in information technology, at least 2 years of experience managing and directing systems development or systems maintenance project teams - experience in the securities or financial services industry would be a plus
* Working knowledge of change, incident or problem tracking tools
* Familiarity with reporting/analysis/visualization tools such as Tableau, Spotfire, MicroStrategy is preferred
* 3+ years working as a team lead or a sub - team lead in an IT support function
* 2+ years of experience managing and supporting ERP applications (PeopleSoft highly preferred)