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# Example of Application Support Manager Job Description

Our company is growing rapidly and is looking for an application support manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for application support manager

* Plans, facilitates, and participates in working sessions with cross-functional areas to develop requirements
* Translates business and user requirements into accurate system requirements
* Effectively communicates with peers, business users, Vendor Managers, Application vendors and across other technology teams
* Interacts regularly with Business Users, Vendor Managers, Developers, Application Support, and Listener Care Management
* Leads knowledge sharing sessions with Vendor Managers other business units to develop or update new requirements, to make Call Center work flows more effective
* Develops and executes unit tests correlating to given requirements for each implementation
* Creates test cases to perform UAT and post product validation for system changes
* Item/Data management support functions for Supply Chain systems
* Maintains a consistent taxonomy for new item and vendor master data
* Familiar with PeopleSoft data maintenance and table structures

## Qualifications for application support manager

* Experience supporting telephony applications a definite asset
* Manage teams, or virtual teams, of application management and support staff
* Contribute to Risk Assessment / compliance processes ORIA, RCA Updates, SOX…
* Varied delivery models including self-hosted, SaaS, agile, waterfall
* Minimum of 7 years of experience leading a team of 5 or more responsible for supporting business critical applications
* 10-15 years in application support, system implementation and project management experience