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# Example of Application Support, Senior Job Description

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

## Responsibilities for application support, senior

* Resolve interface communications issue and conduct root cause analysis
* Complete Interface change requests & 3rd Party Upgrade/Change validation and participate on these conference calls
* Install required patches as needed
* Perform message analysis and tracing to identify anomalies in the data
* Schedule and perform Interface IP, port, host connection and configuration changes
* Work with development where gaps exist in the current understanding of the products and escalate as needed to Quality
* Create troubleshooting guides and detailed diagrams for training and documentation
* Work closely with fellow team members to train and mentor them on interface functionality
* Prioritize the impact individual issues may have on day to day production
* Create scripts correct data anomalies, automate tasks, and manipulate files

## Qualifications for application support, senior

* Data conversion concepts and impacts on business processes (Workday iLoads)
* Knowledge of client’s business, strategy and applications
* Knowledge of all phases of system development lifecycle, including production support
* Minimum of 3 years’ experience of Time and Attendance domain experience
* 3 to 5 years of information technology experience supporting a complex application with complex integration points across other systems
* Knowledge of time and attendance and business rules for pay calculation and financial accounting processes