Downloaded from <https://www.velvetjobs.com/job-descriptions/application-support-senior>

# Example of Application Support, Senior Job Description

Our growing company is hiring for an application support, senior. 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, senior

* Of the organization in accordance with SLAs and current processes and procedures
* Manages user accounts including account creation and maintenance
* Manages Service Tickets in a timely manner
* Provides technical telephone and/or on-site applications support to customers, answering questions on function and usage of product
* Develops test cases to ensure software meets requirements and is free of defects
* Executes test cases and performs any follow-up testing on defects found
* Under general supervision, creates operational procedures and documentation
* Trains new clients on product features so they can use the product, and provides ongoing training as needed by existing clients
* Conducts system evaluations to determine client workflows, documents, and procedures to verify proper product usage
* Provides advice or analysis that may influence the outcome of resource allocation or disposition

## Qualifications for application support, senior

* Proven experience, comfort and familiarity leading a heavily metrics driven organization, with the ability to understand the data and derive action plans from that data
* 5+ Years of Hands on experience with Sybase ASA 6.0/9.0 ? 5+ Years of Hands on experience with Sybase ASE 12/15 ? 3-5 Years Experience with Sybase IQ and Sybase Replication technology
* Collaborate with peers on complex projects as required
* 4+ years hands on systems administration or application support experience
* Responsible for daily production support on PTDS Applications
* Responsible for daily service request management and communication with various functional areas throughout the company