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# Example of Application Support Specialist Job Description

Our innovative and growing company is looking for an application support specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for application support specialist

* Create and handle paper and electronic files for the full life cycle of an application started application to enrolled
* Provide exceptional product / application support for external clients and internal IT environment
* Work with the Delivery Team to ensure all steps in the release of CMR deliverables are completed, tracking and archiving of customer deployments
* Analysis and development of minor enhancements and bug fixes
* Application Support duties will be required both within normal working hours and outside normal working hours (on a rostered on-call basis)
* Investigate and fix production issues involving GRC systems and processes
* Troubleshoot problems such as job failures, database errors, job scheduling issues, server issues, and data issues
* Work with business users and vendor support staff
* Collaborate with other IT groups such as the DBA, infrastructure, and operations teams to ensure effective implementation and operation of systems
* Track and report on production issues and enhancement requests

## Qualifications for application support specialist

* Strong knowledge around non-functional implementation
* Participate in existing and new governance forums SIDF (Services Infrastructure Design Forum), TACC
* Hands on knowledge of testing tools, automated manual testing
* Experience with Web Application Servers is required
* Programming/scripting language is helpful
* Minimum 3+ years Customer Support experience in a technical support environment