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# Example of Application Support Specialist Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of application support specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for application support specialist

* Ensure all Ab-Initio/Informatica applications are fully supported to meet (and strive to exceed) the SLA requirements of service area
* Manage proactive ready-for-business checks, identify and fix gaps, and respond promptly to failures
* Ensure efficient incident management, ensuring accurate communication to impacted groups and timely resolution
* Facilitate root cause investigations and manage the implementation of corrective and preventative measures
* Partner with development teams to drive stability, operational excellence, and a culture of efficiency
* Respond to regulatory and compliance issues with urgency
* Liaise with external technology vendors and exchanges to coordinate changes and resolve connectivity and market data issues
* Take an active role in planned technology events, business continuity tests, ensuring recovery procedures are accurate and complete
* Leverage tools and resources available within the firm to simplify, automate, or eliminate inefficiencies
* Ensuring all actions take account of the likelihood of IT Security incident occurring, addressing areas of concern in conjunction with Risk and relevant line colleagues, and also by ensuring that actions resulting from points raised by internal or external audits, and external regulators, are correctly implemented in a timely fashion

## Qualifications for application support specialist

* Broad knowledge of technology and managing information systems
* Experience working in an operational environment, dealing with issues and requests from operational areas
* Diploma or equivalent in a Technology related discipline
* Knowledge of Windows, UNIX and Microsoft Office applications
* Good understanding of web based applications Windows Browser Compatibility, Internet Explorer, HTML
* 1 - 3 years' experience providing software support services required