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# Example of Application Support Job Description

Our growing company is hiring for an application support. 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

* Flexible working hours including
* Ad-hoc overtime
* Responsible for providing analysis for new features, functions and/or bugs for IT products
* Ability to remain patient and discuss technical concepts with non-technical customers, and deal with ambiguity, tight timelines and demanding constraints
* Author requirements specification documents that provide detailed and clear direction for software development, operations, and quality assurance teams to follow
* Ability to work on multiple assignments, prioritize, and resolves issues in a timely manner within a high-pressure environment
* Develop technical expertise in technology and associated applications to understand the end to end transaction flows of applications across the production domain
* Liase with App dev teams to successfully deploy software releases in the production environments
* Provide technical assistance to the client's system users and interfaces with vendor
* Unlock system accounts

## Qualifications for application support

* Desire to investigate and resolve issue in the short term
* Interest in supporting trading systems
* Inquisitive personality
* Understand users needs and convert them to IT requirements
* SQL query performance tuning, development of extract and load procedures, monitoring procedures, data transformation procedures, stored procedures, triggers
* Strong in coordination, able to collaborate with other teams (client IT team, infrastructure team, L3 vendor support, ) across different seniority