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# Example of Applications Support Analyst Job Description

Our innovative and growing company is hiring for an applications support analyst. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for applications support analyst

* Prepare and handle the standard patching cycles of servers
* Analyze production incidents and document in a consistent manner and provide updates to the leads
* Latest ISO9 standards
* Latest BSI standards
* Ensure that key backend processes complete at the relevant checkpoints
* Ensure that business teams receive the daily reports around fulfillment, sales, inventory
* Triage reported production issues and involve the appropriate development teams to provide a through root cause analysis and remediation
* Document the root cause analysis and remediation
* Report key metrics around support issues like number of open issues on a weekly basis, rate of issue closure, number of repeated issues opened over a period of time
* Collaborate with cross-functional teams within and outside the organization like Internal Audit, Finance, Logistics, Customer Service to document and communicate application incidents on a regular basis

## Qualifications for applications support analyst

* Improvement of overall quality and level of service, maximizing service availability levels
* Contribute to continuous improvement and knowledge transfer
* Windows / Active Directory permissions
* Unix command line / Keon permissions
* Global and DR Pair Failovers
* 3+ years of working experience with JPMC LOBs