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# Example of Applications Support Manager Job Description

Our company is looking to fill the role of applications support manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for applications support manager

* Participates as a member of ITSC for Applications and acts as first level approver of Changes to assure adherence to ITSC approved policies procedures and standards
* Drives and implements integration and support best practices including improvements to enhance performance (throughput), vulnerability management (security), efficiency (cost) and effectiveness (quality) for the engineering team activities.Supports internal and external audit requests for Application support
* Lend technical assistance to other teams on functional matters
* Manage activities related to maintenance of the application systems that are running the daily operation of the firm
* Manage the creation and maintenance of application Service Level Agreements, root cause analysis, management communication and client relationship management in partnership with Infrastructure Service Support team members
* Manage production changes made in accordance with lifecycle methodology and risk guidelines
* Coaching and mentor less experienced team members overall team management responsibilities
* Manage risk and control compliance to departmental and company wide standards
* Implement financial control and budget management
* Manage client centric environment for work with teams and contributors

## Qualifications for applications support manager

* Minimum of a Bachelor’s degree
* Specifically, working knowledge, and proven history, of middleware and web service management with a focus on system flows and the supported customer experiences thereof, knowledge of Supply Chain systems Training Environment Management
* Occasional travel and off-hour meetings and night/weekend support is required
* Experience with Perceptive Software Products a plus
* Exceptional interpersonal, managerial and organizational skills
* Bachelor’s degree in Computer Sciences, Business, Management Information Systems or IT related field