Downloaded from <https://www.velvetjobs.com/job-descriptions/applications-support-manager>

# Example of Applications Support Manager Job Description

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

## Responsibilities for applications support manager

* Evaluate CIB mainframe applications’ recovery plan quality ensuring recovery information is current to enhanced data center capabilities
* Provide on-going support and troubleshooting for managed applications and/or infrastructure systems
* Monitor and provide communications on priorities for projects that must be accomplished and coordinate resource utilization to meet organization objectives and strategic plans
* Provides strategic guidance for Information Services team in the activities of integrating, designing, implementing and enhancing information systems and services to support business growth
* Engages in ongoing research of emerging trends and new technologies, while strategically implementing technology to enhance business performance
* Applies departmental policies, procedures and guidelines, while ensuring compliance with industry regulations and company requirements
* Interfaces effectively with staff at all levels of the organization, while defining software, hardware and network requirements
* Tracks and analyzes metrics
* Provides expert technical guidance during selection and procurement processes
* Ensures system outages are kept to a minimum by maintaining a proactive understanding of business needs and issues

## Qualifications for applications support manager

* Strong application development and change management knowledge
* Excellent project management expereince with sound technical skills, advanced analytical ability, good judgment, and strong business focus
* Strong experience in system development methodologies (Waterfall, Agile) with the ability to bridge different methodologies
* Highly analytical and self-motivated with the proven ability to prioritize, meet deadlines and manage changing priorities
* Ability to deal with ambiguity and make quality decisions in a dynamic, fast-paced environment
* Strong teamwork and interpersonal skills including the ability to communicate and persuade at all management levels and thrive in a cross-functional matrix environment