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# Example of Applications Support Job Description

Our company is looking to fill the role of applications support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for applications support

* Provide 24x7 2nd and 3rd Level support for vendor and in-house applications
* Ensure that the key applications are functional without compromised user experience
* Work directly with business users to track and report a production / operational incident
* Use established best practices to ensure timely and successful production deployment
* Coordinates Mock Deployments and Mock Rollback
* Responsible for code deployments to UAT, DR, Prod, client-facing environments
* Execute deployment according to implementation plan •Coordinate overall deployment
* Produce runbook including detailed implementation tasks, PVT Plan, Backout and Contact Lists
* Post implementation documents to online data repository May be responsible for mentoring lower level Release
* Creates and modifies stored procedures, jobs, tables and views using data connections between Jenzabar EX, Salesforce, Blackboard, NolijWeb Document Management and SQL

## Qualifications for applications support

* 2 – 5 years experience with the following tools/languages
* Excellent communication skills (written and verbal), interpersonal skills, outstanding organizational skills
* Role consists of 70% application support, 30% hardware support
* Bloomberg account resets
* Must have extensive experience with J2SE version 5+ / J2EE / Java Servlet API and Java-XML APIs
* Must have experience in remediation of Cybersecurity vulnerabilities, ie