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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

* Manage the implementation, keeping software up-to-date, optimal configuration and plan for future needs of all assigned applications
* Develop and maintain a highly advanced level of proficiency with software and hardware in use
* Work with the HelpDesk, providing excellent customer service and support to all users, internal and external with expert, second-level support for firm applications
* Ensure solution availability, controls, configurations and data integrity
* Analyzes system trends and underlying concerns and user query to make system improvement recommendations
* Administer security/authorization set-up, user documentation, data interface design, data migration and reconciliation
* Problem resolution – Gathers complete information from clients, documents steps taken, researches the knowledgebase and documentation for known solutions, isolates causes and takes restorative actions while minimizing disruption to the client’s business operation
* Customer satisfaction – Responds and communicates effectively with clients in order to build trust and loyalty
* Teamwork – Interacts constructively with colleagues to resolve customer issues in the most effective manner
* Technical expertise – Acquires and maintains expertise on the Thomson Elite software product set and its operating platforms

## Qualifications for applications support

* Knowledge of Windows and Linux OS with the ability to maneuver and troubleshoot basic issues
* Working knowledge of the Change management and control policies
* Working knowledge of escalation protocols
* Ability to show experience managing multiple tasks simultaneously and successfully
* Good knowledge of the UK Energy Supply industry and related processes
* Coaching and developing other application support analysts