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# Example of Business Application Support Job Description

Our growing company is searching for experienced candidates for the position of business application support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for business application support

* Contributing in a timely manner to procedures
* Application usage optimization
* Liaising proactively with business operations stakeholders
* Communicating to all stakeholders about changes that will be released into production
* Vendor management for 3rd party applications, if applicable
* Organizing & participating in monthly service review meetings including agenda, minutes & tracking of action items
* Liaising proactively with business operations stakeholder
* Liaising proactively with product management and stakeholders / initiators of change initiative
* Work within the Mortgage Operations area on the implementation of new initiatives and projects
* Facilitate the analyzing and documentation of system enhancement requests and the review of Business Requirement Documents (BRDs) created by Investment Systems for accuracy

## Qualifications for business application support

* 3+ year experience in CRM, Service Cloud, PRM application in a business or IT administrator/support function
* Demonstrate the ability to interpret a business transactional issue and recommend resolution paths
* Self-starter who thrives in a fast paced environment that is detailed oriented, highly organized with strong problem solving, business analysis, communication and presentation skills
* Strong knowledge of Broadcast Management Systems, in particular the Vision application
* Business, Technical, and Data Analysis skills
* Experience in application development and/or support