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# Example of Business Application Support Job Description

Our 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

* Review US Customs Brokerage business solution requirements with internal and external business partners to clearly define project scope and level of effort
* Work with the corporate team to assess level of effort and business priority to schedule the required work and allocate the required resources
* Work with the technical team to design the business solution
* Create documentation which defines the business solution requirements and the intended solution
* Manage technical resources and track project status throughout the development cycle, keeping all stakeholders fully informed and engaged
* Work with the technical team to test the business solution and address all issues
* Work with the end user teams to implement the solution and support all post production issues
* Maintain documentation throughout the life cycle of the business solution, managing all required changes/enhancements
* Work a support ticketing queue with other Corporate Brokerage team members
* Provide written instruction to field users on new/existing functionality

## Qualifications for business application support

* Five years of experience in procedural, management or business analysis work
* Experience with Symplicity CSM or other Career Services Management applications
* Interpersonal skills necessary to effectively interact and communicate in person, over the phone, via teleconference and via email throughout the organization with a variety of individuals at all technical levels is required
* Works cross-functionally as required to drive strategic initiatives, improve processes, and research and resolve issues
* University degree in Finance or Business Administration would be an asset
* Minimum of 3-4 years of progressive Business Analysis experience