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# Example of Manager, Application Support Job Description

Our company is growing rapidly and is looking to fill the role of manager, application support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for manager, application support

* Analyze and define end-user issues, provide recommendations for tactical resolutions and long-term improvements
* Maintain and prioritize the back-log of the defect fixes and enhancements
* 25 days holiday in addition to Bank Holidays plus the opportunity to purchase up to 5 extra days
* The opportunity to join a global team where you will drive multiple new projects gaining experience with serveral new technologies and systems
* Assist OM team with problem triage, categorization (break / fix vs
* Manager position responsible for day to day managing and coordinating all production support related activities
* Ensure that the work delivered by the team is of high quality and meets all regulatory requirements
* Day to day HR responsibility for as many as 10 direct reports
* Complete management status reports on daily, weekly and monthly basis or as needed
* Provide data and reporting trends to the department and others in ad-hoc, weekly, monthly and as needed

## Qualifications for manager, application support

* At least 3 years of experience in support of medium to large production systems
* At least 1 year experience in managing IT professionals
* 3 years experience in managing IT professionals
* Previous management experience in an application support perspective with a demanding customer base is a must
* Sufficient technical knowledge to participate in investigating and resolving medium- to highly-complex technical issues that often require business application understanding
* Familiar with major databases, Oracle, Sybase, MS SQL Server