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# Example of Manager, Application Support Job Description

Our innovative and growing company is hiring for a 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

* Determine next steps and ongoing strategy for other financial planning tools (e.g., Advicent, Forefield/ Broadridge, Impact Technologies)
* Represent and review application and/or system changes as part of the ITIL change management process via CAB
* Work with 3rd party vendors to ensure expected service is provided and to troubleshoot issues with 3rd party applications
* Develop and/or attend knowledge transfer (KT) sessions regarding new applications/systems to be supported
* Manage all support activities of the team to ensure consistent high-quality service delivery, , monitor and report on delivered service levels, be a point of escalation, follow up on issues, manage the team's work schedule, etc
* Assume all people management responsibilities for her/his team members, , maintain PDL relationships and provide direction and coaching, both functional related to individual professional development
* Develops and sets the strategic direction for the Technical Application Support Team that is consistent with the Cell Analysis Annual Strategic Plan
* Works closely with Regional Sales Managers, Marketing and MSL to identify requirements and implement processes and procedures that support attainment of strategic plan
* Promotes an exchange and standardization of education and knowledge transfer methodologies
* Uses customer satisfaction measures and incremental revenue as criteria for success and continuous improvement

## Qualifications for manager, application support

* Experience with of the leading Actuarial modeling software vendor packages preferred
* Ability to manage geographically dispersed teams, virtually via telepresence, adobe chats and bridges
* Experience in a Technology support role (Application / Infrastructure)
* Able to assert influence and collaborate across departments to drive through service improvements
* Contributes and deliver Operational improvement projects
* Prepares regular operational reports and do in-depth service analysis and follow-up