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# Example of Senior Application Support Analyst Job Description

Our innovative and growing company is hiring for a senior application support analyst. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for senior application support analyst

* Maintain positive working relationships with internal departments 3rd party vendors and hosting providers
* Provides support to functional and user acceptance testing groups as part of project implementation
* Maintains and builds working relationships with software application vendors
* Instructs, directs, guides, and checks the work of Business Analysts
* Assists others with creating value propositions (ROI) for proposed projects
* Engages appropriate IT and business resources to help facilitate data conversions from requirements gathering through to a successful load of data into production
* Develops and manages project plans, status reporting and issue tracking for all conversion assignments
* Independently provides first tier problem analysis with the objective of resolving as many incidents/tickets as possible and communicating back to the customer
* Answers incoming calls regarding clinical hardware and software and accurately resolves or properly escalates as appropriate
* Serves as primary technical liaison to end users for break/fixand/or requirements and issues related to the Cerner application

## Qualifications for senior application support analyst

* Knowledge of complex union bases Payroll and business rules for pay calculation and financial accounting processes
* Experience planning and implementing enhancements, operate and maintain technology systems supporting existing business process and live productive applications
* Integration design and testing concepts
* Workday integrations experience desired
* SQL/ PL-SQL skills in Oracle and DB2 environments
* SAP Business Object BI Reporting (Workforce Performance) development experience a plus