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# Example of Senior Application Support Analyst Job Description

Our company is growing rapidly and is hiring for a senior application support analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for senior application support analyst

* Maintains proficiency in IT systems desktop technology
* If
* Manages AccessHope training support, training requests, course recommendations and appropriate access to ensure that all users can perform job functions tracks training attendance
* Actively look to identify risks and ensure controls are put in place to reduce impact
* Work with development teams to perform system upgrades and new product releases
* Increase system availability by actively monitoring systems and performing system management tasks
* Analyse system capacity for business events and ensure that steps are taken to safely handle variations in system load
* Ensure that new functionality and new applications are successfully transitioned into the existing operating model for support
* Work as a team to document support processes, architecture diagrams, known issues, business processes and user guides for all applications that the team are responsible for
* Analyse, plan and implement technical projects for the Service Operation department within Technology

## Qualifications for senior application support analyst

* Familiarity Regulatory Reporting topics
* Ability to manage multiple deliverables or projects and work with tight timelines
* Reproduce these issues in the test environment and escalate them to the next level, if needed
* Expected to manage the full life cycle of the issue until the client closes the issue
* To maintain a list of open issues and to review it with the client
* To update client profiles in SupportForce