



Example of Application Support Manager Job Description

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Our innovative and growing company is looking to fill the role of application support manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for application support manager

- Mentor and coach team members to help ensure continued development of skills and capabilities
- Manage level 2 (L2) support engineers and analysts by providing daily task assignment, prioritization, and direction
- End to end ownership of assigned incidents (manage to resolution)
- Workstation and business productivity application troubleshooting
- Submitting and managing Service Now tickets
- Provide root cause analysis of incidents
- Develop knowledge base articles for use within the support organization
- Document known issues, potential workarounds, mitigation steps, and improvements
- Collaborate with Level 1, 2, 3, and 4 support teams to ensure efficient incident management
- Adhere to established SLAs for incident response and resolution

Qualifications for application support manager

- Solid project acumen – Understands the software development lifecycle, experienced in working across multiple applications, capability to manage issues leveraging appropriate tracking, and status reporting tools
- An amazing leader and colleagues in the department Employer and do not discriminate against any employee or applicant for employment because of

identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class

- We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class
- 6+ years of working experience with applications in a production support environment using above technologies, SOA, Java
- Bachelor's degree and 8 years of experience in application support and/or development or an equivalent combination of education and work experience
- Database application management experience