Our innovative and growing company is searching for experienced candidates for the position of applications support analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for applications support analyst

- Be on-call duty on nights and week-ends for end user support during closing period
- Priority of work is to support existing manufacturing plant software systems for various departments within the facility
- Work with plant customers to assist with providing solutions to meet specific data requirement needs with significant consideration given to enterprise available implementations
- Develop new applications as directed by site IT Manager
- Serve as primary web applications developer for local site
- Handle incoming Remedy Help Desk tickets from end users to resolve application and software issues within servers, databases, and other mission-critical systems
- Diagnose, test and resolve application problems and perform post-resolution follow-ups to ensure problems have been adequately resolved
- Document problem resolutions for use in after-hours support
- Develop and conduct end user training as necessary for various plant application systems
- Event Coordination for planned and unplanned events

Qualifications for applications support analyst

- Act as the first point of support for application incidents and service requests

- Receive and logs calls from users using appropriate processes, procedures and technology
- Identify, diagnoses, and resolves functional and technical problems and business critical incidents through research and analysis of trends, root causes, and business impact
- Build a strong relationship with the Application Development Team and user communities