



# Example of Applications Support Analyst Job Description

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

## Responsibilities for applications support analyst

- Prepare and handle the standard patching cycles of servers
- Analyze production incidents and document in a consistent manner and provide updates to the leads
- Latest ISO9 standards
- Latest BSI standards
- Ensure that key backend processes complete at the relevant checkpoints
- Ensure that business teams receive the daily reports around fulfillment, sales, inventory
- Triage reported production issues and involve the appropriate development teams to provide a thorough root cause analysis and remediation
- Document the root cause analysis and remediation
- Report key metrics around support issues like number of open issues on a weekly basis, rate of issue closure, number of repeated issues opened over a period of time
- Collaborate with cross-functional teams within and outside the organization like Internal Audit, Finance, Logistics, Customer Service to document and communicate application incidents on a regular basis

## Qualifications for applications support analyst

- Improvement of overall quality and level of service, maximizing service availability levels

- Unix command line / Keon permissions
- Global and DR Pair Failovers
- 3+ years of working experience with JPMC LOBs