



Example of Applications Support Analyst Job Description

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Our growing company is looking for an applications 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 applications support analyst

- To identify areas of improvement within the system and its use (including trialling new processes and set ups)
- Quality assure all application changes and developments using UAT methodology
- Logging and resolving incidents / requests in line with associated documented processes
- Design and document and / or re-design and manage the implementation of process controls
- Implementation of service enhancements
- Timely escalation of issues to your line manager
- Provide training to Service Desk team members were required to ensure knowledge is shared and processes are being followed
- Provide support to Business Strategic projects as required
- Conduct additional ad hoc duties as required
- The sales and profit performance of the Company

Qualifications for applications support analyst

- A solid understanding of the JPMC incident and changes management process, principles and methodologies
- Sound knowledge of Windows and Unix operating systems

- Must have full AD life-cycle experience in large, global multi-tiered systems, preferably in the financial industry
- Experience working in a web-based distributed client server environment (J2E, IBM, MQ, Tomcat)
- Java, Java Servlet, JSP