



Example of Applications Support Senior Manager Job Description

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Our company is searching for experienced candidates for the position of applications support senior manager. 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 senior manager

- Supports appropriate service delivery models for core application functions by supporting the defining, delivering and improving services for the enterprise and its caregivers
- Ensures that the Epic applications division supports IS services and systems effectively, and partners with business and clinical leadership to drive and meet organizational objectives
- Manage customer expectations regarding the success of Information Services strategies and projects
- Responsible for working with key stakeholders including executives, senior leaders, and a variety of customers to identify, oversee, and deliver technical solutions that are effective and user-friendly, and support strategic initiatives, business and clinical outcomes
- Ensures the performance of applications and evaluates the performance of services on the basis of specific KPIs
- Leadership and management of Application Support teams and their workloads
- Fulfil Aggregate supporting plan to support regional sales manager to achieve more business
- Fulfil aggregate China team capability developing plan including SSO and Shaorui
- Submit key customer or designing institute visit, and participate marketing

Qualifications for applications support senior manager

- Prior Workforce Planning experience
- Contact Center Quality Assurance
- Experience managing budgets and financial expenses
- MDR/FDA or other regulated device/instrument experience
- Genesys GVP platform experience
- PhD or extensive education is strongly preferred