



Example of Manager, Application Support Job Description

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Our innovative and growing company is hiring for a manager, application support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for manager, application support

- Determine next steps and ongoing strategy for other financial planning tools (e.g., Advicent, Forefield/ Broadridge, Impact Technologies)
- Represent and review application and/or system changes as part of the ITIL change management process via CAB
- Work with 3rd party vendors to ensure expected service is provided and to troubleshoot issues with 3rd party applications
- Develop and/or attend knowledge transfer (KT) sessions regarding new applications/systems to be supported
- Manage all support activities of the team to ensure consistent high-quality service delivery, , monitor and report on delivered service levels, be a point of escalation, follow up on issues, manage the team's work schedule, etc
- Assume all people management responsibilities for her/his team members, , maintain PDL relationships and provide direction and coaching, both functional related to individual professional development
- Develops and sets the strategic direction for the Technical Application Support Team that is consistent with the Cell Analysis Annual Strategic Plan
- Works closely with Regional Sales Managers, Marketing and MSL to identify requirements and implement processes and procedures that support attainment of strategic plan
- Promotes an exchange and standardization of education and knowledge transfer methodologies
- Uses customer satisfaction measures and incremental revenue as criteria for

Qualifications for manager, application support

- Experience with of the leading Actuarial modeling software vendor packages preferred
- Ability to manage geographically dispersed teams, virtually via telepresence, adobe chats and bridges
- Experience in a Technology support role (Application / Infrastructure)
- Able to assert influence and collaborate across departments to drive through service improvements
- Contributes and deliver Operational improvement projects
- Prepares regular operational reports and do in-depth service analysis and follow-up