Application Support Analyst Job Description

Duties and Responsibilities:

- Responsible for monitoring and responding to open tickets submitted through an incident management system
- Troubleshoot and escalate alerts that cannot be resolved to appropriate section
- Prioritize and handle service requests and incidents
- Progress issues and provide relevant information for troubleshooting or for clarification
- Identify opportunities for process improvement and contribute to departmental initiatives
- Responsible for improving and documenting the technical processes around application support (using Confluence)
- Work collaboratively with Account Managers on change requests, managing issues and establishing priorities
- Handle late night and weekend emergency support on as required
- Resolve system problems during non-business hours or backlogs by providing off-hours support as needed
- Ensure the performance of daily health checks of the applications, scripts, and infrastructure by support team
- Responsible for installing, configuring, and administering application servers
- Responsible for the set-up and configuration of WebLogic plug-ins for Apache web server, iPlanet, IBM HTTP server, Janus and FAST
- Utilize Oracle Entitlements Server (OES 10.x) to provide a unified security infrastructure to distributed applications
- Responsible for implementing business processes using Oracle BPM 10.x or other applicable tools
- Responsible for the set-up of interconnections to external interfaces, including Java, Mail server, RDBMS, and web services

- Configure SSL certificates 91-way and 2-way) using Open ssl and Java Keytool for single domain and multi domain, to secure web applications with https protocols
- Develop scripts works with team to automate repeatable manual tasks
- Responsible for troubleshooting and resolving application or infrastructure issues.

Application Support Analyst Requirements – Skills, Knowledge, and Abilities

- Education: Individuals seeking the job of an application support analyst require a Bachelor's degree in Computer Science or in a related technical or business area
- Knowledge: They must possess hands-on experience working in an applications production support/application development environment. They must also possess detailed knowledge of multiple systems, as well as an in-depth understanding of the functionality for these systems to troubleshoot and resolve application or infrastructure issues
- They may also require Java scripting and Geneos configuration experience in UNIX environment; familiarity with implementation of DevOps, and Risk applications. Also, they may also require Production Support, implementation and system management experience
- They also require at least a basic knowledge of SQL and HTML/CSS, and experience/working knowledge of ITIL compliant incident, problem and change service management. It is considered to be a plus to the application support analyst
- Collaborative skills: They require the ability to work with effectively with cross-functional teams
- Communications skills: They must possess excellent written and verbal communication skills for documentation and customer support duties, and must also be comfortable communicating complex concepts to others having diverse levels of seniority and technical competence
- Customer service skills: They must possess demonstrated ability to provide customer support and deal with escalated customer issues

- Problem- solving skills: They must be naturally curious and creative individuals with a drive to proffer solutions to problems, as well as with a passion for innovation
- Interpersonal skills: They require this skill to effectively influence and communicate cross-functionally
- Organizational skills: They require the ability to multi-task, effectively prioritize work, and adapt during pressured situations.