

Job Title:	Application Support Manager	Department:	Information Technology
Location:	Chicago	Team:	
Date posted:		Reports to:	Regional Chief Information Officer

Salary Grade:	Type of position:	Shift:
	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	Hours: 40 / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt

JOB SUMMARY

The Application Support Manager oversees business application support team responsible for application availability, patching, performance, 2nd level support (24x7) and release management. The Application Support Manager directs daily operations of the support team, manages key metrics, service delivery and is responsible for planning and execution of projects that address operational challenges.

ESSENTIAL DUTIES AND RESPONSABILITIES include the following. Other duties may be assigned.

- Supervision - Build effective teams through leadership and interaction with team members that includes both onshore and offshore staff. Effectively manage team member's performance, goal setting and career/professional growth in line with organizational objectives.
- 2nd Level Support - Immediate 24 X 7 support for 1st level. Manage the escalation of business application support cases escalated via the Regional Helpdesk to meet the SLA's that are in place by coordinating internal IT resources and external suppliers.
- Monitoring – Ensure that the application meets or exceeds the Key Metrics that have been established.
- Patching – Prioritize and ensure quality development of patches that are deployed to the production environment
- Application Release – Coordinate application releases with cross functional teams to ensure all the related information is gathered to successfully deploy patches and application releases with minimal disruption to customers.
- Be the single point of contact during production issues
- Be able to provide risk assessments in supporting new projects
- Recommend changes or enhancements in available information technology as prompted by feedback from the business
- Engage in ongoing research of emerging trends and new technologies which may benefit the corporation's goal of strategically implementing technology to enhance business performance, and specifically support the support services function
- Participate in the planning, policy and decision making discussions involving information management projects

COMPETENCIES. To perform the job successfully, an individual should demonstrate the following:

- Excellent interpersonal skills; ability to build and maintain positive relationships and influence at all levels of the organization
- Strong customer service; ability to handle support issues with tact and diplomacy
- Ability to multi-task with regular interruptions
- Excellent organizational, time management, written and verbal communication skills
- Ability to perform effectively and with confidence under high-pressure and challenging situations

QUALIFICATIONS. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Practical experience with all aspects of enterprise application suites (networks, database configuration, server configuration, web server optimization, load balancing hardware, SQL tuning, etc.)
- Web services knowledge, including ability to work with clients' technical teams to configure web services
- Problem-solving skills
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EDUCATION AND/OR EXPERIENCE.

- Four-year degree/diploma in the field of computer science, information systems, engineering or equivalent.
- 5+ years of experience in an application support team.
- 2+ years of experience leading or managing a support team.

OTHER SKILLS AND ABILITIES.

- Spanish proficiency a plus