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# Example of Application Production Support Job Description

Our growing company is looking to fill the role of application production support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for application production support

* Analysis and timely resolution of production issues, including escalation of critical issues that are not resolvable by ETPA
* Able to work in a fast paced environment and multi-task accordingly
* Able to dissect a problem and troubleshoot until resolution
* Integration to IT projects / production work with our experts
* Full ownership on a challenging IT project
* Entering parameters into Warehouse Mgmt
* Printing and sorting of pick tags, shipping documents, and daily reports
* Use, operation, installation, configuration (hands on) of printers, thin clients, PC’s, and scanners
* Perform IT and non-IT related business functions at Customer Sites
* Maintaining and executing Standard Operating Procedures (SOPs)

## Qualifications for application production support

* Handle complex outage situations, managing multiple teams and real time problem determination
* Recognizes how each component (application, system, network) contributes to operational performance goals
* Leads incident resolution and trains others on how to resolve issues
* Identified as technical escalation point for incidents
* Ability to quickly resolve issues based on experience
* Works independent of direct supervision