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# Example of Application Production Support Job Description

Our innovative and growing company is looking for an application production support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for application production support

* Effectively resolve functional problems and inform the appropriate stakeholders
* Ensure that assigned applications are available and operational
* Define and update application support manuals
* Analyze recurring problems and propose solutions
* Process ad hoc user search data requests
* Participate in post-deployment testing of new versions
* Configure platform installation if needed
* Respond to users within established timelines according to the severity of the problem, document and path (case study, issues, action plan)
* Provide timely production and project status reports to the IT management team
* Communicate with multisite development teams (Europe, Asia, North America)

## Qualifications for application production support

* Analyze actual performance against targets
* Provides insight and interpret operations performance data
* Suggests ideas and opportunities for improving performance
* Consider others input when formulating targets
* Knows basic terminology and functionality of application
* Knows basic structure of application