



Example of Application Production Support Job Description

Powered by www.VelvetJobs.com

Our company is hiring for an application production support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for application production support

- Release management and deployments - understanding of release management process through development, test, and production environments
- Assist in the resolution of IT issues involving CCA applications used in production-related activities
- Provide technical support to resolution for all assigned IT Service Requests & Incident tickets
- Interface with Computer Room Operations teams located at various CCA sites, along with remote Application Owners
- Understands effects of IT Architecture on production performance, tuning queries, auto sys batch job scheduling/monitoring
- Conduct deeper analysis of issues requiring techno-functional knowledge on FinReg applications
- Perform issue investigation and resolution, planning and release management
- Assist emergency deployments or provide hands-on application specific technical support for issues that are escalated from offshore
- Liaise with IT work streams, Infrastructure and offshore APS teams to resolve Production issues
- Collate and prepare inputs for operational meetings related to Production for FinReg work stream

- Uses experience to resolve incidents and does not rely solely on pre-documented solutions
- Escalation for lesser skilled technician
- Formulate operational performance goals
- Translate corporate strategy into operation targets
- Communicate operational targets to others as appropriate
- Consider scope, availability of resources, constraints and market placement when developing operation targets