



Example of IT Production Support Job Description

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Our innovative and growing company is searching for experienced candidates for the position of IT production support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for IT production support

- Leading/managing the technical, scheduling, and workflow components of small to medium sized technical projects/initiatives
- Analyzes existing SmartMeter application interfaces and tools, prepares logical models and procedures, creates SQL code and scheduling scripts, and tests/debugs the application interfaces and tools
- Diagnoses, isolates and corrects data and performance faults in the systems involved
- Executes planned and ad-hoc corrective maintenance to sustain continuous system operations
- Analyze, evaluate, debug and diagnose bugs, incidents and exceptions in existing SmartMeter applications, interfaces, processes, and procedures
- Identify and correct any discrepancies in the data collected, reported and processed in the SmartMeter systems
- Interacts with users, business stakeholders and team members, typically discussing and reporting progress of requests and individual incidents
- Executes quality control tasks as directed
- Develops conversion and tool implementation plans
- Assist in the definition, development, and documentation of SmartMeter systems' business requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with internal users and departments

Qualifications for IT production support

- Extensive business analysis experience in large corporate environments working with high-touch clients, previous consulting experience a significant plus
- General knowledge of the filmed entertainment industry, previous experience at a major studio is a significant plus
- Experience working in a desktop role
- Able to be flexible with regards to working hours
- A minimum of 3 years of IT or Desktop Support/System Administration
- Experience supporting a production office and software (ie