



Example of IT Production Support Job Description

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Our innovative and growing company is hiring for an IT 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 IT production support

- Act as a support liaison between the Business Analyst team and market shareholders to communicate upcoming priorities and releasing of bug defects
 - Software testing and validation of bug defects
 - Work closely with the IT Production Support Manager to ensure that issues are being addressed for future software enhancement releases
 - Provide technical support for several applications in the SDLC and troubleshoots issues
 - Planning and coordinating the resources and capabilities required to design new or changed services
 - Planning and managing support for incident management tools and processes
 - Ensuring the consistent design of appropriate services, service management information systems, architectures, technology, processes, information and metrics to meet current and evolving business outcomes and requirements
 - Coordinating interfaces between incident management & service management processes, across projects, suppliers and service teams
 - Coordinating interfaces between design coordination, service transition planning and reporting and other processes
 - Collaborate with management to improve and customize reports related to production support
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- Experience with desktop/laptop configurations, network technologies and security
- Experience with Remote Access Technologies (Citrix/Global Protect)
- Experience with Scripting and Coding Tools (PowerShell, Visual Basic, HTA)
- Experience with Multilingual User Interfaces for Microsoft Windows and Office products
- Experience with Virtual Desktop Technologies (VMware)
- Experience with Multi-Function Devices/Printers (Xerox/Ricoh)