



# Example of Manager Production Support Job Description

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Our company is growing rapidly and is looking for a manager production support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for manager production support

- Own and resolve issues escalated from business users
- The individual is expected to help facilitate and lead the technical troubleshooting calls of complex and highly visible technology incidents - ensuring maximum system availability, engaging the right teams and leaders from across the organization at the right time
- Manage and lead a team responsible for production support of all priority 3 and 4 incidents for our partners including Advice Centre escalations from our digital clients
- Identify systemic client impacting issues and escalate to appropriate groups accordingly
- Use strong technical and operational skills to proactively identify and recommend opportunities, creating sound processes that will increase the efficiency and effectiveness of problem escalation, tracking, reporting and resolution
- Collaborate with business and technology teams that support other digital applications at RBC to ensure alignment and consistent client experiences
- Develop and maintain effective relationships with partners across RBC and third party suppliers involved in the delivery and support of the digital platform
- Accountable for the timely development, production and maintenance of required financial management reports including new and adhoc requests
- Lead/execute continuous improvement in the delivery of financial reporting

- Keep abreast of business changes and anticipate their potential impact on report content and reporting processes

## Qualifications for manager production support

- 2 years of experience using Agile Methodology
- Good knowledge of risk management, configuration management, and disaster recovery SIGMA / ITIL
- 5 years Microsoft (Windows 2008-2012 server and XP, Windows 7, 8) operating systems experience
- Excellent SQL skills and capable of writing/reviewing advanced Stored Procedures
- Experience in Monitoring and Manager of Manager environments highly preferred
- 3-5 years experience managing Technology teams (preferably production support teams)