



Example of Manager Production Support Job Description

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Our growing company is looking for a manager 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 manager production support

- Review and prioritize work items in a dynamic environment to ensure FSS RS meets and/or exceeds SLA
- Fully accountable for all deliverables including timeliness and accuracy of all reports and FSA related requests
- Ensure KPI metrics and quality standards are adhered to
- Ensure that business continuity procedures for Reporting Services and financial reporting are tested and operationalized
- Owning End-2-End Handing of Core Banking Production operations from Batch Monitoring
- Drive customer satisfaction through support offerings with emphasis on issue resolution and enhanced product usage
- Demonstrate and maintain functional and operational knowledge of Equator products and solutions
- Manage clients' technical support requests to ensure efficient resolution of issues
- Follow all documented processes to ensure visibility of the client's issue and/or requests
- Perform onsite reviews on behalf of client and recommend improvements for efficiency

Qualifications for manager production support

- For the strategic element this individual should show strong leadership to drive the organisation to embed market leading production support standards and to push the organisation to be world class
- Many of the processes and tools re inconsistent with global IT offerings and will demand a change agent to drive consistency and more of a global working ethos rather than the current intra-asset class IT governance
- Driving ambitious goal setting throughout the organisation and improving the quality is required to protect and improve the department's reputation
- The individual should show courageous integrity whilst delivering the changes required and display the necessary drive leading a culturally diverse workforce
- The focus on maintaining a stable / scalable production environment is key to our success