



# Example of Manager Production Support Job Description

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Our company is searching for experienced candidates for the position of 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

- Coordinate and schedule onsite visits to enhance customer satisfaction and engagement
- Act as a liaison with business partners across multiple business units IT counterparts inside and outside Membership IT
- Build a strong partnership with the business to ensure delivery of systems which meet business needs and direction
- Accountable for work request evaluation and authorization, development and submission of work orders, review of cost estimates from suppliers
- Perform investigation and resolution of cases with highest level of complexity
- Prepare computer processes to operate in the Production Support Unit (PSU) organizing and participating in walkthrough reviews of all computer processes being brought into PSU environment
- Review existing computer programs for adherence to coding standards
- Develop a culture of continuous improvement through feedback, mentoring, and metrics
- Insist relentlessly on high standards by challenging the status Quo
- Inspire and engage team for innovation and simplification

## Qualifications for manager production support

- Involves direct interaction with Global RTB colleagues, based in Hong Kong, China, London and New York, third party feeder system suppliers,

- Ensuring that the business is kept closely informed on production status, this includes, front and back office users along with Business Managers
- Helps to coordinate and drive projects designed to maintain the level of service provided to the Global Banking & Markets business
- Operational Excellence Training, including ITIL
- Must be willing to provide management cover and escalation support overnight and weekends for the teams who are providing overnight/weekend production support
- Someone who has spent considerable number of years working abroad, especially in the US or UK and can with ease manage US/UK business and senior management and their expectations/demand and also push back and challenge their thinking and decisions