Our company is looking to fill the role of manager production support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for manager production support

- Own and Deliver results
- Lead efforts to continuously monitor the production application and infrastructure environment
- Supervises daily activities of production to ensure timely and effective reporting, tracking, follow-up and communication of incidents
- Ensures success of all production release and deployment activities
- Develops and maintains availability, performance, and capacity metrics
- Drives improvements to resiliency and supportability of production systems in the organization's portfolio
- Develops associate talent within the team
- Collaborate with other tech leads and support teams to ensure integrated end-to-end availability, reliability, and performance
- Influence resiliency and scalability in production environments in Amazon Web Services and other cloud platforms
- Expertise with automation of routine maintenance tasks and common issues

Qualifications for manager production support

- At least 2 years of experience in Production Management
- 4+ years of experience in Production Support Management
- Bachelor's degree in Computer Science or Bachelor's degree in Business

- Familiar with JAVA, .NET, Oracle, DB2, MSSQL, Tivoli, Websphere MQ, web services, XML, AIX, Linux, COBOL2, CICS, EasytrievePlus, JCL, DB2, VSAM
- Must have 5+ years of experience in Run-the-Bank (RTB) lead role with a proven track record of working in core banking environment