



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. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for manager production support

- Review and prioritize work items in a dynamic environment to ensure Finance Shared Services Reporting Services meets and/or exceeds SLA
- Collaborate with other teams on activities that drive stability and reliability such as root cause analysis, implementation of monitoring with projects
- Create dashboards identifying operational metrics such as website performance, uptime, transaction response times, to ensure focus on trending and overall stability
- Strong working knowledge on Unix and Linux platforms
- Responsible for providing leadership to the Production Support team and delivers the required coaching, feedback and performance reviews ensuring staff are adequately trained to perform their duties and have a focus on personal development
- Ensures the team provides quality service to both the VCSS team the various sales teams by effectively managing the response and turnaround time for incoming inquiries from the sales force or escalations from the VCSS team
- Responsible for problem resolution for both system and process issues and position is a key contact with key business partners and vendors to drive plans to remedy any issues
- Leads continuous improvement by identifying and bringing forward ideas that will enhance efficiency and effectiveness of process/procedures with a particular focus on Quality Assurance around key compensation controls
- Ensures adherence to operations risk policies as outlined in the procedures,

- Provides leadership to a number of key initiatives within VCSS and actively participates to provide input and insight into the design, testing, implementation of various projects

Qualifications for manager production support

- Experience in Production Management of Multiple countries preferably worked with Multi-national Banks of their accounts
- Recent hands-on experience managing network equipment including Cisco routers
- Has come from a technical background, development, release management, production development and support
- Versed in Microsoft
- High level of business acumen and quick thinking
- Self motivated and drive to succeed