



# Example of Production Support Job Description

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Our company is hiring for a 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 production support

- A highly strategic thinker
- Able to work across countries, regions and time zones with a broad range of cultures and technical capability
- Understands and communicates business unit requests and participates in cross-functional project teams for new systems development
- Provide support for Hortonworks Hadoop processing, process deployments and usage standards
- Respond to technical issues, flagged as failures
- Respond to Pager calls within the prescribed time frame
- Perform application support and recovery as documented in the associated Runbook
- Coordinate business partner notification, in the event of delays
- Assist with technical investigations and impact analysis
- Participate in walkthrough reviews of technical specifications, programs and unit test plans

## Qualifications for production support

- Experience with MVC design patterns
- Knowledge of IIS 6 and above
- Experience of working with Source Control Software
- Willing to work additional hours when required and provide on-call cover
- 3-5 years with Waterfall and/or Agile development practices

