



Example of Production Support Job Description

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Our innovative and growing company is searching for experienced candidates for the position of 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 production support

- Communicates to business and technical partners on incidents as they occur when they impact system performance or availability
- Consult with business & IT partners on the evaluation of software especially as it relates to support considerations
- Periodically review and update the DR scripts to keep them updated
- Keep DR information (Recovery Time Objective, Recover To Objective, etc)
- Establishing cross-training initiatives within the team to provide enhanced support capability
- Coordinating job scheduling and report distribution while contributing to data center standards, development and enforcement
- Setting up scheduled production runs ensuring that the appropriate databases, files, job control language (JCL) and documentation are available
- Coordinating activities with the computer operations department and user departments to ensure the integrity of the production environment
- Analyzing and resolving production issues while documenting and following up on all issues
- Identify and remove impediments, prevent distractions

Qualifications for production support

- At least 5-7 years of strong technology environment & application support within the distributed applications space, with a strong demonstration on

- Minimum two years' experience supporting/installing end-user hardware and software in a development environment, preferably with networked Windows Server and Active Directory infrastructure
- Comfortable with Networking
- Lift rolls of wrap/film, paper and cartons (15 kg) to a height of 180 cm (if roll lifter not available)
- Follow a DPS and complete paperwork accurately
- Identify and troubleshoot issues with machines and equipment including wrappers, cartoners, robots and baggers, paying attention to the operation of each machine and remaining aware of its effect on packaging at all time