



# Example of Production Support Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our growing company is hiring for a 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

- Attend the daily Scrum meetings and report on testing results and issues
- Triage and Troubleshoot reported flaws
- Analyze data and develop data fixes
- Support and assist QA and business as needed
- Perform other tasks as assigned to enable organizational and quality objectives to be met
- Resolving production issues reported by users
- Documenting and sharing knowledge within the organization
- Continuously improving monitoring of supported applications
- Verifying material for kitting for production
- Total accountability for customer delight

## Qualifications for production support

- At least 1 year of experience in Software
- At least 1 year of experience in Data Centers
- 1 year of experience with Application Security
- 1 year of experience with AWS or other Cloud technology
- Client is in the process of moving the rating engine to Ratabase for which we are planning to have a consultant for building the rules inside Ratabase
- 1 to 3 years' experience in hands-on, web-based application software development preferred