

## Production Support/Shift Manager

## Job Description

## Production Support/Shift Manager

Manages production support activities for all major systems and related subsystems to ensure the integrity of computer-generated data. Handles support issues and requirements for applications in the assigned portfolio, regulatory requirements for portfolio, and participates in projects that impact portfolio.

Responsibilities: • Supervises daily activities of production control and computer personnel to ensure timely and effective reporting, tracking, follow-up and communication of problems with the user community. • Ensures accuracy and timeliness of all batch processing and report distribution and batch job documentation prior to implementation into production. • Develops and maintains service-level agreements with user departments and business units. Participates in project work to support business initiatives, as needed. • Ensures accuracy of all information entered into the production scheduling systems and the distribution database; ensures accuracy and timeliness of information entered into the problem management system.

## Basic Qualifications:

- High School Diploma, GED or equivalent certification or military experience
- At least 2 years of Linux experience
- At least 2 years of experience in Production Management

## Preferred Qualifications:

- Bachelor's degree in Computer Science
- ITIL certification
- 4+ years of experience in Production Support Management
- 2+ year of experience in IT Process Management

*At this time, Capital One will not sponsor a new applicant for employment authorization for this position.*

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Internal: Production Support/Shift Manager

**Job Details**

Job Requisition ID: R1731

Location: Knolls 2 (12036)

Posting Date: 05/05/2016 - 1 month ago

Job Family: Tech Ops and Infrastructure

Time Type: Full time

Job Type: Regular

Supervisory Organization: Technology Operations Delivery &amp; Support (Herb Sening (442244))

**Recruiter**

Julie Haberman (486605)

**Hiring Manager**

Herb Sening (442244)

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