Introduction to ASP :

Technical skills are crucial for an Application Production Support role. Here's a list of technical skills that are highly relevant for this role:

**1. Operating Systems:**

* Proficiency in various operating systems, including Windows Server, Linux, Unix, and possibly macOS.

**2. Databases:**

* Knowledge of database management systems (DBMS) such as SQL Server, Oracle, MySQL, PostgreSQL, or MongoDB.
* SQL querying skills to retrieve and manipulate data from databases.

**3. Application Monitoring and Troubleshooting:**

* Familiarity with monitoring tools such as:
  + AppDynamics
  + New Relic
  + Dynatrace
  + Splunk
  + Nagios
  + Zabbix
* Ability to analyze logs and identify issues affecting application performance and stability.

**4. Scripting and Automation:**

* Basic scripting skills in languages like Python, PowerShell, or Bash to automate repetitive tasks and create custom tools.

**5. Web Servers and Application Servers:**

* Understanding of web server software (e.g., Apache, Nginx) and application servers (e.g., Tomcat, JBoss).

**6. Networking:**

* Basic networking knowledge, including TCP/IP, DNS, HTTP, and HTTPS, to troubleshoot connectivity issues.

**7. Cloud Technologies:**

* Familiarity with cloud platforms like AWS, Azure, or Google Cloud, as many applications are hosted in the cloud.

**8. Virtualization and Containers:**

* Understanding of virtualization technologies (e.g., VMware, Hyper-V) and containerization platforms (e.g., Docker, Kubernetes).

**9. Ticketing and Incident Management Tools:**

* Experience using ticketing systems like JIRA, ServiceNow, or Zendesk to manage and track incidents.

**10. Version Control:**

* Basic knowledge of version control systems like Git to track changes in code or configurations.

**11. Troubleshooting Tools:**

* Proficiency in tools like Wireshark for network packet analysis and Postman for API testing.

**12. Incident Response:**

* Understanding of incident response processes to effectively manage and resolve critical incidents.

**13. Security Basics:**

* Awareness of security best practices, such as securing configurations, applying patches, and handling sensitive data.

**14. Backup and Recovery:**

* Knowledge of backup and recovery processes to ensure data integrity and business continuity.

**15. Collaboration Tools:**

* Familiarity with collaboration tools like Slack, Microsoft Teams, or Confluence for communication and knowledge sharing.

Remember that the specific technical skills required may vary depending on the organization, industry, and the technologies used. Always stay open to learning new tools and technologies, as the IT landscape is continuously evolving.

While programming languages might not be the primary focus of an Application Production Support role, having some familiarity with scripting languages can be beneficial for troubleshooting, automation, and data analysis. Here are a few scripting languages that can be useful:

**1. Python:** Python is a versatile scripting language known for its readability and ease of use. It's commonly used for automation tasks, data manipulation, and creating scripts to assist in troubleshooting.

**2. PowerShell:** PowerShell is a scripting language developed by Microsoft for managing and automating Windows environments. It's especially useful for tasks related to Windows server administration and management.

**3. Bash:** Bash is a Unix shell scripting language used in Linux and Unix-like environments. It's helpful for automating tasks and managing systems in those environments.

**4. JavaScript (Node.js):** JavaScript can be useful when working with web applications or application interfaces that involve client-side scripting. Node.js, a runtime for executing JavaScript on the server side, can also be used for automation and scripting tasks.

It's important to note that while these scripting languages can be beneficial, they are not typically a core requirement for an Application Production Support role. Instead, they provide you with the ability to automate tasks, analyze data, and potentially assist in troubleshooting.

When considering learning a scripting language, focus on the needs of your specific role, the technologies you'll be working with, and the tasks you anticipate needing to automate or simplify. Start with one language and gradually expand your skillset as needed.