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# Example of Advisor, Service Delivery Job Description

Our company is looking to fill the role of advisor, service delivery. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for advisor, service delivery

* Responsible for metric definition, measurement, and reporting process and recommends plans for performance improvement
* Confirms reported metrics and summaries are aligned with what is valued by the customer and accurately reflect IT performance
* Researches market trends and builds relationships in HR organizations outside of the company to stay current on trends and best practices for strategy development
* Acts as coach and mentor to leaders and HR professionals
* Working with a team of NAS/NAS professionals for a Global customer
* Represents Virtustream in a professional manner to customers, Virtustream Partners and other Virtustream personnel at all times
* Develops and cultivates strong customer relationships
* Participates, as needed, as a technical expert in the pre-sales qualification and is responsible for the delivery of the technical architectural design, strategizes and plans that will be delivered in the engagement
* May occasionally be called upon to act as a backup to the Project Manager or to provide team technical leadership on specific implementations
* Must have experience in Host / SAN connectivity, VM

## Qualifications for advisor, service delivery

* Expert level understanding of layer 2 switching, layer 3 routing, IP protocols, Ports & traffic flow patterns in typical DC environments
* Strong operational knowledge of Virtualization platform – VCP preferred
* Operational knowledge of networking
* Knowledge of basic familiarity with EMC/non-EMC storage products, Basic NAS/SAN concepts are mandatory
* Experience in enterprise event management and incident management
* Must be willing to work in 24X7 shifts