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# Example of Advisor, Service Delivery Job Description

Our innovative and growing company is hiring for an advisor, service delivery. 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 advisor, service delivery

* The ability to know when to escalate a problem to ensure issues resolve in a timely manner
* Should be detail oriented, able to do multitasking
* Demonstrate ability to learn the business quickly
* Vendor Relationship Management Preferred Skills
* Reviewing client request and updating the status of each request
* Assisting management in planning request execution sequences based on client need, timing, and priority while adhering to SLAs and tracking achievements
* Aligning all production changes with internal release management
* Providing IT support to internal teams regarding clients inquiries and issues
* Driving ticket escalations to address concerns in a timely manner
* Communicating status updates of projects with internal and external partners

## Qualifications for advisor, service delivery

* Preferred experience with VMAX, VNX, VPLEX, XtremIO, Brocade SAN, Power Path, Recoverpoint replication, SRDF, Solutions Enabler, Unisphere and SRM, DPA, migration technologies
* EMC certifications preferred
* 4+ years or more of IT Service Management, data center, server, virtualization
* EMC SourceOne for Email Archival Solution
* Basic knowledge in MSSQL Server 2008
* Active Directory, Microsoft Exchange, Failover Clusters, SCOM & SCCM