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# Example of Client Delivery Manager Job Description

Our company is growing rapidly and is looking to fill the role of client delivery manager. 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 client delivery manager

* Works closely with bank management to identify their needs and application requirements
* Responsible for overall security of the systems environment which includes working closely with bank, FDIC, and third party auditors to ensure secure environment with little to no audit findings
* Works closely with FIS Systems Support team for support of the IBM i (AS400) Operating System
* Advises users on best use of system – leveraging both in house and external FIS resources as appropriate
* Coordinates with FIS Sales organization new opportunities and contract renewals
* Establish great relationships with internal stakeholders (Client Success Group Leaders, Product, Sales, Marketing, Finance, ) to achieve client goals
* Supervision of the project lifecycle for client implementations including, Project planning & estimation, RAID management with detailed reporting activity around all projects for project phases, timelines & impacts/forecasted P&L impact
* Provide project methodology support for internal & cross functional projects such as beta programme for new product launches or new service offerings
* Oversee installation of approximately 4000 MFD and single function products over the next 4 years
* Meet with end users to determine installation requirements

## Qualifications for client delivery manager

* Strong operations and organizational understanding in a matrix environment
* Interpersonal skills to influence and spur cultural change, facilitate and enhance performance within a cross-functional environment
* Ability to gain acceptance for ideas, plans, actions and then implement flawlessly
* Ability to implement strategies across organizational boundaries
* Ability to develop a highly functioning project team and drive the team and business leaders on all initiative phases including achieving clarity on scope and deliverables
* Effective data analysis and interpretation skills (ability to encompass business analysis deliverables into work)