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# Example of Delivery Service Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of delivery service 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 delivery service manager

* Conduct project status calls, meetings and document meeting notes and action items
* Coordinate and schedule implementations in multi-vendor environment
* Maintain a current knowledge of the applications and their impact on deployment schedules
* Work as integral member of technical teams and provide leadership to the team
* Act as liaison between government personnel and program leadership
* Guide and manage team
* Implement secure applications and ensure system compliance
* Ensure Network Global service availability and performance targets are met
* Manage and lead teams to meet agreed service levels
* Lead the planning and estimation for fixed price projects/change requests

## Qualifications for delivery service manager

* Excellent understanding of Service Delivery Operations (ITIL) and relationship with Service Level Agreements
* Pull in additional resources when needed specialist teams or people for specific issues / opportunities
* Open-minded and able to work in a team either as a team leader or team member and to arrange group work
* Effective use of Lean, Six Sigma, Kaizen methodologies and tools
* Working knowledge of Rally
* Service Restoration Mgmt - 1