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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. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for delivery service manager

* The manager will coach the caseworkers and Team Leads on any identified areas needing improvement and encourage growth
* The manager will be expected to set member goals and objectives and perform quarterly and annual member performance evaluations
* The manager will have responsibility for a minimum of two functional teams
* The manager is comfortable communicating with client and other external stakeholders as required as part of regularly scheduled status meetings
* The manager can drive special projects from inception to completion and communicate progress, roadblocks, and results both verbally and in writing up to and including a the composition of a formal memorandum to the client
* Ensures deadlines and production schedules are met and reallocates workloads as necessary
* Assists other IT management team members to establish strategies and priorities for overall IT operations by analyzing and understanding the current and future IT operation needs
* Develops and recommends tactical and strategic plans for information processing operations
* Identifies and recommends cost-saving and continuous improvement initiatives within the information processing area
* Understands processing environments for supported products and services

## Qualifications for delivery service manager

* ITIL or/and Project Management knowledge
* Project Management and/or ITIL certification is considered as a strong plus
* Strong working knowledge with Asset Management Systems and IT Service Management Systems (i.e., SCCM, Absolute Manage, Service Now)
* ITIL Certified, Experience in managing teams/Project Management and additional languages
* Knowledge of ITIL Service Delivery practices or ITIL certification (or equivalent)
* An excellent working knowledge of ITIL service management processes