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# Example of Delivery Service Manager Job Description

Our innovative and growing company is searching for experienced candidates for the position of delivery service manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for delivery service manager

* Providing communication links via various protocols, SFTP, and monitoring ongoing operations
* Supervises a team primarily comprised of non-exempt employees or contingent workforce with well-defined, limited scope
* Directs daily work activities of teams providing remote (offsite) service
* Role is primarily tactical in nature
* Ensure operational excellence by monitoring key metrics and ensuring team goals and contractual commitments are met
* Resolve/monitor routine escalations, as appropriate
* Joining Location- Bangalore, Chennai, Hyderabad, Pune, Delhi- NCR
* Part of the global Infrastructure Operations Management team responsible for the overall performance and availability of XL Catlin IT Infrastructure
* Perform Service Management activities across Colleague Care, Service Management, escalations and general on-the-ground duties
* CAS escalations from within the North American Region

## Qualifications for delivery service manager

* 15+ years experience in the high tech industry
* Demonstrated success leading and managing a team of 10+ IT consultants
* Experience supporting a successful consulting business
* Technical background as an IT professional to relate with and earn credibility with the Consulting team
* Expertise in middleware or infrastructure platforms is greatly preferred
* 5+ years in a technical management/leadership experience (Manger/Director level)