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# Example of Director, Service Delivery Job Description

Our company is looking for a director, service delivery. 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 director, service delivery

* Provide overall leadership and set direction for managers and employees
* Ensure adequate resources to accomplish team mission and goals
* Identify and implement process & system enhancements to improve the employee & customer experience
* Establishes and develops staff through ongoing training programs including technical, process & procedural, interpersonal, and career development
* Routine, high-level KPI/SLA reporting to corporate senior management
* Annual budgetary and financial management, including forecasting and planning
* Mid-range strategic planning and cost operations management
* Organizational culture development, including encouraging employee contributions fostering respect and support of all types of individuals
* Drive operations through 3rd party vendors
* Lead a team managing and partnering with the ES Delivery Domain leaders

## Qualifications for director, service delivery

* Experience working with the management implications of various forms of financial data including supplier invoicing, forecasting, and budgeting
* Solid technical background in infrastructure environment including Networking, Operating systems, Storage, System management suites, Virtualization, System Security, system deployment practices and other related skills
* Strong communication skills needed to interface with high-level customer representatives and senior leadership
* Good knowledge of system security as it relates to system based infrastructure and configuration
* Good knowledge of automotive monitoring and alerting practices
* Good knowledge of the practice of gather relevant information for troubleshooting and issue resolution