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# Example of Director, Service Delivery Job Description

Our company is growing rapidly and is looking to fill the role of director, service delivery. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for director, service delivery

* Ability to work in ambiguous environment under pressure while meeting key deadlines
* Demonstrate a solid knowledge of the customers' business drivers, growth plans and long term strategy to identify expansion opportunities for the partnership
* Understand the Prepaid value proposition and Prepaid use cases specific to this client and to their clients
* Confidently navigate through conversations with technology / support teams and report key executive and client status updates related to platform changes and/or operational issues
* Provide key input and proactive contributions to the Client Business Executive in the ongoing development, execution and management of account plans aligned with the customer's strategy
* Track record of implementing best practice account management practices within strategically important customers (ideally within the payments industry but not required)
* Demonstrated experience of interpreting data analysis to identify new opportunities
* Experience of leading across complex matrix organizations
* Serve as the Global Process Owner responsible for adherence to Configuration Management Processes and Policies, developing and documenting relevant procedures for process and CMS tool operation
* Identify, control, record, report, audit and verify service assets and configuration items including versions, baselines, components, attributes and relationships

## Qualifications for director, service delivery

* Knowledge of ITIL and industry best practices for IT Service Delivery
* Minimum 10 years’ experience as an Employment Tax Practitioner for locations across Asia Pacific
* Can operate independently and partner effectively across disciplines and geographies
* Minimum of 10 years' experience in a customer support role in software, financial or information services
* Bachelor’s degree in technology or business-related field
* Identification and Implementation of continuous improvements to drive accuracy and utilization of CMDB, partnering with CI Domain Owners and Technical Application Owners (TAO) to ensure completeness and accuracy of CMDB attributes and relationships