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# Example of IT Service Delivery Manager Job Description

Our innovative and growing company is looking to fill the role of IT service delivery 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 IT service delivery manager

* Participate in the cross fertilisation of knowledge in the Stockhom to improve the efficiency of the team and evolve the roles (Including own role)
* Support and work closely with the Nordic Account Management team to manage priorities in the region and build customer relationships
* Incident/request and escalation management
* Customer satisfaction and customer management
* Following up if service delivery is not meeting expectations and ensuring improvements are done
* Act as escalation point for customer
* Successful service delivery including SLA achievement in cooperation with Service & Application Management team
* Excellent to build bridge and relations between business and Global IT
* Management of minor projects
* Resource Management – Mentors and provides leadership to IT support personnel

## Qualifications for IT service delivery manager

* Good understanding of online and offline IT tools
* Experience leading specific projects
* Proven experience with developing and enrolling IT plans and strategies
* Experience in architecting the Technology infrastructure via understanding of on premise and cloud based infrastructure components
* Experience developing and maintaining technology roadmaps in concert with IT architecture and line of business partners
* Minimum 3+ years of experience working as Service Delivery Manager, preferably in an international environment