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# Example of IT Service Delivery Job Description

Our growing company is hiring for an IT service delivery. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT service delivery

* Collaborate with first and second level support, Third Party vendors, and other teams on production system problems and communicate workarounds
* Evangelize our platforms to users to help with adoption, success or general usage
* SDC Strategy
* Service Lifecycle
* Production maintenance and delivery
* Perform software and hardware upgrades as necessary to maintain current levels
* Personal computer setup, configuration and troubleshooting
* Level 2 support for Laptop, Desktop and Application environment
* Field IT support for IT Infrastructure and Network related issues and project work
* Establishing and maintaining a professional, productive and highly collaborative relationship between Infrastructure and Operation and its customers

## Qualifications for IT service delivery

* Demonstrated experience leading teams in a fast-paced regulated environment across multiple divisions and geographies
* Thought leader within their area of responsibility
* Sets the quality standard with their assigned area
* Triage IT service desk requests
* Partner with operational receiver all service partners to ensure service transitions into production without incident or service disruption
* Ensure correct provisioning/deprovisioning/access levels for both retained and service provider personnel IT peers and business users