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# Example of IT Service Delivery Job Description

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

## Responsibilities for IT service delivery

* Manage field services analysts on site at Intarcia facilities, vendors that will provide remote support or equipment
* Proactively identify risks and remediate them, , communicate and enforce policy changes for Mobile Device Management
* Work with Tier 1 support teams to drive operational improvements, , reducing Mean Time to Repair, eliminating recurring Incidents, volume of requests fulfilled manually vs
* Fulfill service requests, , laptop provisioning, employee onboarding, as escalated
* Resolve escalated incidents, , Office 365 service interruptions, as escalated
* Work with business units to understand demand, variances, unplanned needs and participates in sessions to facilitate the articulation and definition of requirements
* Handle escalated service issues with the Service Providers
* Partner with Service Providers to restore service promptly on incidents to meet Service Level Agreements
* Ensure all support teams, including external Service Providers, identify and resolve the underlying cause of all incidents
* Participate in root cause analysis and issue resolution meetings

## Qualifications for IT service delivery

* Demonstrated experiences ensuring alignment of tasks with standards and procedures
* A degree in Computer Sciences or Medical Informatics is highly preferred
* Thorough understanding and ability to evidence experience of running IT departments
* Demonstrate good knowledge and competencies in the delivery of application support and day to day operations have basic working knowledge of IT Infrastructure
* The candidate requires a proven track record in the area of IT operation/service delivery at a site level - > 3 years
* Experience working with service desk services