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# Example of IT Service Delivery Job Description

Our innovative and growing company is looking for an IT service delivery. 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

* Produce and provide analysis of Service Management reporting, escalating poor performance with the IT Service Delivery Manager
* Provide support for all Service Delivery processes to ensure a high level of service is provided to Travelopia colleagues
* Assist with the management of priority incidents as part of the incident management process as required
* Assist with driving the resolution of customer escalations in a timely manner
* Assist the Service Desk team leader with the on boarding of new services and support processes to the Service Desk
* Ability to fluently speak and read Japanese
* Answers/responds to incoming requests and resolve customer problems via the telephone, email, web
* Acts as the single point of contact for resolution of technology related issues
* Owns the tickets opened through resolution of the problem, issue or request fulfillment
* Contacts clients to ensure completion of requests

## Qualifications for IT service delivery

* Extensive track record of successful infrastructure delivery
* Comprehensive knowledge of performance measures and the impact on organizational performance
* General knowledge of all the technical towers within BPT
* 5+ years of experience leading or assisting team-based projects
* 5+ years of experience with word processing, presentation and spread sheet applications software, Excel, PowerPoint
* Life Sciences industry (or comparable industry) experience with regulatory, risk, and compliance requirements, , SOX, 21CFR Part 11, HIPAA