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# Example of Manager, Service Delivery Job Description

Our innovative and growing company is searching for experienced candidates for the position of manager, service delivery. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for manager, service delivery

* Accountable for all operational issues and risks and ensuring each has clearly documented and agreed plan which is tracked through to closure
* Accountable for the chairing of service review meetings with the customer and ensuring these are fully documented and all actions progressed in a timely manner
* Accountable for the chairing of performance reviews with the relevant ITS Delivery teams and ensuring these are fully documented and all actions progressed in a timely manner
* Ensure customer satisfaction levels are maintained through the use of Scorecards and Continuous Service Improvement Plans
* Provide service management input to the virtual account team and assist in identifying new opportunities
* Ensure ITS Service Management standards are applied without exception
* Working with Project Management, agree PM Operational Acceptance deliverables and be the final signature for operational handover from Programme/Project Delivery
* Oversee the end to end management of any IT involvement in Client DR invocation
* Due to the nature of the role on occasions it may be necessary to provide support out of normal operating hours in support of exceptional customer circumstances
* Manage resources utilization on projects

## Qualifications for manager, service delivery

* Analytic and continuous improvement methodology skills
* Previous configuration or implementation experience with global enterprise systems, preferably manufacturing, retail, and distribution systems
* Excellent ability to communicate with customers and staff at all levels
* Microsoft application knowledge
* Previous, direct hands on experience with one of the infrastructure domains is a great asset (storage, servers, networks)
* 5+ years of demonstrated infrastructure services delivery through vendor or external party