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# Example of Manager, Service Delivery Job Description

Our growing company is looking to fill the role of manager, 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 manager, service delivery

* Identify, track and mitigate against service issues and risks
* Good expertise in handling Global Support projects
* Proficient in Application Value Management Methodologies
* Will report into Global Delivery Management team
* Expertise in handling Shift Rosters and Managing team working across Shifts and regions
* Travel as necessary to Client offices in EMEA locations and talk to business team & key Stake holders
* Ensure Finalized AMS process is followed across all ticket resolution activities
* Accountable for the delivery of services as per the defined contract for the projects being managed and adherence of SLA’s as per contract
* Accountable for service performance through definition and management of metrics/KPI’s
* Represent the delivery team to provide updates during governance meetings like weekly review, monthly performance and business review meetings

## Qualifications for manager, service delivery

* Managerial skills record (at least 3 years) in IT support and/or service delivery environment
* Strong working knowledge of ITIL process framework (ITIL Certificate highly preferred)
* Decision-making ability, reliability and flexibility – able to respond to changing demands and take on additional responsibilities as required
* Strong negotiation, leadership and interpersonal skills
* Ability to prioritize and spread the workload
* Positive drive and enthusiasm with excellent analysis and problem solving skills