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# Example of Manager, Service Delivery Job Description

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

## Responsibilities for manager, service delivery

* Responsible for the enabling of the strategic direction and management of infrastructure across all businesses in Singapore and Wealth Management Hong Kong, interact with the Singapore Technology teams
* The role needs to be hands on and will also ensure alignment with all corporate policies, standards and strategic directions established by Global Technology Infrastructure and Group Architecture & Solution Delivery Services and closely interact with IS4F
* Managing day to day delivery of services into clients
* Acting as bridge between client dedicated account teams and shared delivery teams
* Monitoring and management of delivery of services to contracted SLAs
* Acting as single point of contact for your client counterparts for end to end delivery of projects and services throughout the lifecycle
* Managing Continual Service Improvement Programme
* Maintain and develop relationships with the allocated cloud partners and their customers, focusing on service issues
* Ensure operational compliance of the contracted services to meet the contractual commitments within the SLA
* Customer satisfaction for allocated partners

## Qualifications for manager, service delivery

* Ability to coordinate meetings with diverse teams and retain control where disagreements arise between parties
* Eye for detail and quality
* ITIL v3 Manager Certification
* At least 2 years experience in IT Consulting and Development
* IT background and experience
* Ability to support professional services and increase sales or revenue by demonstrating the value of consulting to our internal sales teams