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# Example of Operations Delivery Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of operations delivery manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for operations delivery manager

* Establish metrics, key performance indicators, and service level agreements for driving the performance of IT service delivery
* Develop and maintain internal and external relationships to ensure expectations are being met and priorities are set at the appropriate levels
* Coordinate all levels of customer satisfaction
* Drive operational excellence, IT best practise compliance and continuous improvement
* Establish, document, maintain, and enforce the Service Desk and Enterprise Monitoring processes that are aligned with the GBS Governance Team
* Collaborate with the Service Desk team to develop, implement, and maintain the appropriate structure and sourcing to provide helpdesk support to all regions or business platforms
* Responsible for delivering the Service Desk service within the agreed service levels
* Work in conjunction with other BPT teams to streamline Service Desk processes
* Continuously looks for opportunities to improve the service/cost ratio and first call resolution
* Schedule and conduct on-going collaboration meetings and strategy sessions to facilitate the process, track progress, and meet improvement goals

## Qualifications for operations delivery manager

* Technical Development or Support experience and should be ready to do hands on technically if required
* Must be comfortable and effective operating in a matrix organization
* Strong communicator (written and verbal), able to effectively interact and coordinate with other departments, vendors and business units
* Ability to solve problems, answer questions and maintain continuity of normal workflows despite frequent interruptions
* Experienced in enterprise system planning, architecture, design, and implementation
* Experience seeking proactive solutions to possible issues with a variety of hardware and software