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# Example of Senior Service Delivery Manager Job Description

Our company is growing rapidly and is looking to fill the role of senior service delivery manager. 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 senior service delivery manager

* Prepare for and attend regular service delivery meetings to provide service status
* Governance and oversight of service delivery from suppliers
* Implement and maintain Message Hygiene (antivirus & antispam), Mail Relay, Transport Layer Security (TLS) Encryption, Data Loss Prevention (DLP) and E-mail encryption services
* Implement and maintain Cisco IronPort security appliances, SenderBase, Anti-Spam, Virus Outbreak filters, Registered Envelope Service and DLP along with Sophos Antivirus
* Implement and maintain FireEye threat prevention appliances
* Maintain security procedures and policies, including review of patch compliance, configuration management, firewall activity and other system logs, vulnerability (anti-virus, software/firmware patching) management of periodic system intrusion testing and investigation of exception conditions working alongside of the Information Security department
* Respond to security incidents according to organizational incident handling policies
* Monitor and report on compliance and enforcement of security policies
* Ensure that controls and configurations are aligned with security policies and legal, regulatory and audit requirements
* Lead root cause analysis of critical events for improving preventative and reactive processes

## Qualifications for senior service delivery manager

* Experience in product staging, service desk, and managed print preferred
* Maintain technical solutions based on best practices to fulfil contractual, regulatory, and legal requirements supporting SSAE16, FISMA, PCI, ISO 27001, HIPAA, and SOX
* Due to the 24x7 operations of the business, must be able to work a flexible work schedule when needed
* Must have a background working with Exchange and Instant Messaging in a Service Delivery Manager or similar capacity
* Minimum Bachelor’s Degree Computer Science, Information Systems, Engineering, Business Administration, or equivalent work experience
* Certified Information Systems Security Professional (CISSP) certification or other information security certifications preferred