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# Example of Service Business Manager Job Description

Our company is growing rapidly and is looking for a service business manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service business manager

* Enhance management communication in multi-language and multi-cultural business environment
* Drive IT Operations Programs in the region/Site - New Office Build Outs/Plant Build outs/ Acquisition Integration Support
* Drive Operational Excellence End User Computing Services, Work with Server Ops team to improve Performance and availability, Work with Network Design/Build/ Run Teams to continuously improve the Voice & Data Network services at the site
* Focus on supporting the Business Growth by improving & Tailoring processes to suit the needs, partnering with the Businesses Teams on their Business Specific IT Infrastructure requirements
* Work towards continuous improvement of the Local IT Processes & Infrastructure across the region - Addressing Obsolescence, Budgeting, Capacity Planning
* Partner with the CTO COE Teams & Corporate Core Tech Teams for promoting newer technology adaption in the region/ site
* Liaison with various Application IM Teams for any User escalations on the applications
* Work with CTO operations leadership to come up with the Strategy for supporting the New Initiatives in the region
* Packaging with Core Operator products Mobile Workplace, UC
* Present the solution architecture, including all technical aspects of the product Roadshows, Events, B2B Operator team meetings or sales kick offs

## Qualifications for service business manager

* Mobility Platforms (smartphones, tablets etc)
* Internet of Things (Beacons
* Cloud Platforms as a Service (AWS)
* Knowledge Management Systems (Sharepoint, Confluence)
* Degree of Masters on Information Technology \ Marketing
* Min 5+ years in Consumer Marketing