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# Example of Service Delivery Analyst Job Description

Our growing company is looking for a service delivery analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for service delivery analyst

* Develop and manage relationships with business and IS partners, stakeholders
* Business as Usual support contact for the SSCs and BPOs
* Support the delivery of IS services
* Re-establish and maintain ways of working with the business community
* Participate as SIL or SIM on business driven projects
* Manage and support local and global IT projects Monitor shared mailbox of the function
* Ensures that service level agreements are complete and cost effective
* Ensures operational methods, procedures, facilities and tools are established, reviewed and maintained
* Reviews service delivery to ensure that targets are met and prepares proposals to meet forecast changes in the level or type of service
* Influences senior-level customers and project teams through change management initiatives, ensuring that professional standards are maintained

## Qualifications for service delivery analyst

* Working knowledge of Oracle DBs and XML
* Knowledge of end-to-end systems development life • Proficiency in business modeling and requirements definition disciplines through Unified Modeling Language (UML), use cases
* Obtain, review and manage roster of approximately 3,500 client users
* Create schedule for all home office and remote users over the course of the PC Refresh Project
* Use Outlook to schedule individual PC Refresh drop off/pick up times
* Work with PC Refresh coordinator, project manager and deployment vendor to coordinate schedules and tasks