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# Example of Service Delivery Lead Job Description

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

## Responsibilities for service delivery lead

* Advocate with both customer and internal partners on delivery challenges tied to scheduling, resource availability, and critical initiatives
* Maintain regular communication and cadences that are fit for purpose w/ client needs
* Working closely with third party providers and/ local Process expert to ensure delivery in line with established service levels and service line strategy
* Serves as source of functional understanding of processes, tools, and integration of LMDW plant equipment with IT platforms, LMDW business knowledge
* Manage, prepare and deliver highly-effective and consistent educational training presentations, documentation, videos, and other material, in consultation with business and service owners and IT teams, to customers and IT team members in support of the services across the IT service portfolio
* Engage with site tiered accountability process
* Ensure a good level of communication with CIB infrastructure teams via regular transversal infrastructure reviews, ad-hoc contacts if/when required
* Coordinate with other IT teams (Active Directory, Exchange, Server, Storage, Networking, ) to ensure requests and incidents from Sr
* Stay current with desktop applications and can optimize the performance of these applications (MS Office Suite, Skype, iTunes)
* People Management - including all HR related issues, and staff career development

## Qualifications for service delivery lead

* Support New business pursuits and opportunities
* Engineering software knowledge (IBM Rational, Catia ) is a plus
* Experience with a Marketing automation system is a plus (Marketo)
* Individual must possess a Master degree in Computer Science or similar, with a minimum of 5 years of experience in Business Intelligence
* Backend and frontend tools expertise related to Business Intelligence is required
* Business Intelligence development background is preferred