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# Example of Service Delivery Line Manager Job Description

Our company is growing rapidly and is looking for a service delivery line 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 service delivery line manager

* Responsible for unit Business planning and review
* Effectively manage the Delivery Operations out of SDU SA MS IT & ADM Romania securing alignment between process , methods and tools of the different organization
* Manage the financial and operational performance of these projects the organization, according to Local and Global requirements
* Ensure all delivery activities are being performed with a superior quality and according to the financial and operational targets (contractual KPI targets and contractual SLA and WLA targets)
* Secures that the unit performs in complete adherence to the Delivery Flow processes and definitions, using the agreed tools and following the Governance Model
* Constantly pursue the improvement of Operations by securing the adoption of proactive measures to reduce the business impact leveraging on high automation
* Drive innovation culture in SDU SA MS IT & ADM Romania
* Constantly pursue the improvement of targets to reduce the business impact of defects in the different environment (pre-production, system integration, quality acceptance, Operations)
* Secure the delivery model implementation through an highly standardized inter-working among Global organizations and Market area
* Develop/analyze and report to Head of Delivery Operations on status of agreed performance indicators

## Qualifications for service delivery line manager

* You will drive Entrepreneurial & Commercial Thinking
* You are capable of coping with pressures & setbacks
* Promote networking
* Education - Bachelor in Engineering (IB.E/ B.Tech in IT, Telecom)
* 8 - 12 year's of minimum years of experience
* Participate in the deal solutioning working closely with the SA Solutions teams to provide SME support and provide sign-off on the staffing strategy