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# Example of Service Delivery Line Manager Job Description

Our company is looking to fill the role of service delivery line manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for service delivery line manager

* Secure KPI fulfillment and coordinate performance reporting to the customer organization
* To develop competences and skills to support operation business
* To guarantee full resource allocation
* Ensure availability of operational resources and/or procedures for any new service or resource for operation
* The operational KPI trend analysis, report and improvement plans
* Continuously innovate process and methodology to achieve the highest standards in quality and efficiency
* Team Managment including recruitment, competence buildup, performance management etc
* Drive and motivate team for a world-class service delivery
* Custoemr engagement with Market Areas for cloud customer project setup and execution
* Alignment between service delivery strategy and daily team management work

## Qualifications for service delivery line manager

* Be a driver and custodian of the asset repositories and reuse within various projects
* Engineer or Equivalent with a previous experience in Line Management or Service Delivery in a Telecom/IT company ideally in OSS/BSS AND/OR System Integration domain
* English and French Fluency are required
* Solid and proven experience managing Service Delivery Operations
* University degree in ICT Engineering
* 5+ years of experience as a manager of 50+ people