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# Example of Service Delivery Line Manager Job Description

Our growing 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

* Customer engagement with Market Areas for cloud customer project setup and execution
* To lead or involve some offshoring customer project delivery directly
* Work closely with internal stakeholder and customer to understand demands and expectations
* Drive performance and customer excellence
* Performance management of unit and staff
* Set up, execute and monitor on strategies and goals for the unit and staff
* Setup and maintain individual training and competence plans
* Ensure up-to-date processes implemented with all staff
* Take active part in review of staff deliverables and provide timely and accurate feedback
* Management of all financials related to operation of the unit

## Qualifications for service delivery line manager

* Telco, Project Management or Enterprise Architecture certifications are considered as plus
* ITIL certification – as advantage
* Delivery Model knowledge, CSI and MS delivery Strategy (local, near and offshoring)
* Experience of forecasting and dimensioning of delivery/operation competences based on business needs
* Good knowledge of all IT Operations delivery process
* International working experience at regional level or in a multi-country environment