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# Example of Service Delivery Management Job Description

Our growing company is hiring for a service delivery management. 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 management

* Develop quality metrics for Service Management process lifecycle management, analyze data and implement quality improvements
* Run or confirms management of major incident management meetings to facilitate the resolution of major incidents 24 x 7 x 365
* Monitor and assess the occurrence of all major incidents to ensure they are handled as quickly and efficiently as possible
* Coordinate teams which are responsible for coordinating all activities necessary to detect and analyze problems which may potentially affect service or have impacted service are following through
* Service Introduction
* Service Decommission
* Maintenance of the Project Accounting System forecast and the Timesheet approvals
* Participate in preparation of commercial propositions
* Managing contract documents as per the agreed processes
* Enable consultative selling

## Qualifications for service delivery management

* Powerpoint - Intermediate / Advance level
* Should have worked as the key person with whom the customer deals with, in all process related matters
* Accuracy, analytical with the utmost attention to detail
* Ability to multitask whilst remaining calm, flexible, accurate and efficient under pressure and change
* Focus on results and be aware of risks/controls
* Ability to think outside the box and identify potential upcoming issues and take pro actively appropriate actions