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# Example of Service Delivery Management Job Description

Our company is hiring for a service delivery management. 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 management

* With contracts under his/her responsibility, engage in selection of vendors, perform vendor relationship and contract management, define service levels and SLA compliance, identify the cost model for the services, tracks and prepare the costs incurred, forecast future costs, monitor the agreed services delivered towards invoices and settlements
* Develop and maintain internal processes with the service owners that will allow proper assessment before engaging with same suppliers, active tracking of agreements (including expiries and renewals and their implications), that all required documentation is prepared by service owners, regular assessment of ITT's engagements and pricing with the current market trends
* Sets targets, and ensures that service performance is monitored and maintained as defined within the agreed service level agreements, service level parameters or contracts
* Establish and execute global a governance structure to ensure delivery to contract SLAs and committed objectives
* Manage global financials for campaign management engagements
* Defines and analyzes data requirements for database designs
* Lead, Manage, Coach and Mentor and a team (8-12 Staff) of Service Delivery Managers (SDM’s)
* Operate as the clear owner of service management across the portfolio
* Own and manage the CNSV customer satisfaction process
* To proactively create initiatives to drive Customer Service Excellence

## Qualifications for service delivery management

* Fluent in English, any other European language would be beneficial
* Transfer Agency experience, including experience in Cash/Reconciliation areas
* Take initiative in identifying and escalating opportunities to positively impact business objectives
* A minimum of 10 years of progressive experience working in enterprise infrastructure technology organizations along with strong understanding of cloud technologies and architectures is required
* Minimum of 8 years of demonstrated experience successfully delivering information technologies business solutions for large-scale global applications across multiple infrastructure environments is required
* Minimum of 4 years of demonstrated experience in Configuration Management including data modeling, process and controls is preferred