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# Example of Service Delivery Manager Job Description

Our company is hiring for a service delivery 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 manager

* Monitor defined KPIs (Key Performance Indicators) across several technologies and implements action plans when metrics fall below agreed KPIs
* Provide operational support relative to contractual commitments and SLA’s
* Ensure the customer is educated on the tool using available company resources
* Ensure customer receives appropriate Operational reporting through utilizing all available resources
* Understand complex client network topologies & develops solutions to business challenges
* Provide a lead point of contact in ST&D for Business Relationship Managers regarding service operations acting as an escalation point for service operations and chasing the resolution of major incidents
* Establish and maintain mature working relationships with IT’s customers and represent IT in relation to service delivery and service quality
* Ensure that customers are informed of service performance and major outages, agree improvement plans and working together with the appropriate Business Relationship Manager, input into service improvement initiatives, planning, strategy and change discussions
* Ensure the availability of the services to the business is maintained and improved and corrective action is taken where the service is interrupted
* Ensure SLAs are adhered to and measures are identified to improve services / metrics that are not being met, ensuring that support teams are capable of meeting the SLAs and customers are satisfied

## Qualifications for service delivery manager

* At least 5 years experience in Technical Support Services (TSS)
* Lean Six Yellow Belt
* IT industry background, ideally within service delivery
* Experience in client/customer facing role
* Good working knowledge of API / SDK programming related to Product / application architecture ( Genesys , nice , Voice XML, business objects )
* Excellent written and oral communication skills, including the ability to create and deliver compelling presentations in both small and large group settings