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# Example of Service Delivery Manager Job Description

Our company is looking for a service delivery manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for service delivery manager

* Understanding interrelationships and impacts of systems and applications upon the enterprise-wide technical environment
* Assure quality standards
* Collaborate with sales management to win "transformational Projects" and not just product sales to improve awareness about the value of selling services
* Use a solution-selling approach to optimize results and ensure consistency
* Maintain a manageable work schedule for consultants
* Collaborate with the central services resourcing organization for resource allocation and management
* Assess, improve, and expand the partner network to enhance our consulting services
* Establish and cultivate relationships with partners, enabling strategic business growth through joint sales
* Deliver project and program management oversight
* Document application deployment architectures and communicate decisions in technical documents and diagrams

## Qualifications for service delivery manager

* Deliverables with customers IT requirement to meet business goals and proactive delivery of mission critical services related to environment, system hardware health and Operating System patching, firmware upgrades
* Willing to work in US Prime shift
* 5+ years of proven experience in service delivery leadership role, managing complex operations in a multinational organization against existing processes and SLA’s
* Flexibility to adapt to shifting priorities, coupled with a sense of urgency and desire to ‘roll up their sleeves’ when needed
* Entrepreneurial spirit with the ability to operate tactically and strategically
* After-hours work will be required