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# Example of Service Delivery Manager Job Description

Our innovative and growing company is looking to fill the role of service delivery 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 manager

* Metrics management in line with SLA performance requirements (internal only)
* Provision of monthly performance reports, detailing Mitel’s performance within the SLA as required
* First point of contact for cloud service escalations (in-service issues)
* Oversees the management of cloud 3rd Party vendors who are contracted to deliver parts of the cloud service
* Operating, monitoring and administering the LENDING applications
* Operating, monitoring and administering Web applications and Web services based on Apache or JBOSS
* Operating, monitoring and administering the application batch framework
* Ensuring high availability of the application in accordance with SLAs and providing ongoing on-call support
* Ability to work off-shift and weekend hours
* Participating in the optimization of IT operations and service processes, and assisting in the creation of operational concepts and understanding of complex requirements

## Qualifications for service delivery manager

* Able to influence a wide range of groups and individuals to actively support a point of view or position
* Individual leadership - Uses the most appropriate interpersonal styles & methods to inspire and guide individuals both internal and external, in the achievement of goals and tasks
* Teamwork/Collaboration - Works effectively with both team and or work group including those outside the formal span of control
* Focused on delivering a high quality service to clients
* Demonstrable experience of working with and managing multidisciplinary teams, ability to integrate and work as part of the client’s team, and to support diverse teams
* Ability to motivate teams for the delivery to client requirements and standards