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# Example of Service Delivery Job Description

Our company is growing rapidly and is looking for a service delivery. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service delivery

* You are accountable for establishing and maintaining relationships between customers, external suppliers and GiS SSO for effective and efficient service delivery
* You are responsible for managing supplier relations and contracts for regional/local suppliers in line with GiS standards and procedures
* You advise and challenge the business to translate functional needs to a change requests and challenge provider solutions for all supporting services (Foundation, Hosting, TAM, FAM, Workplace and Service Desk)
* You monitor the quality of the delivered services
* You receive complaints from business and facilitates follow-up and improvements and communicates feedback to requesters
* You are responsible for producing, managing, controlling and reporting on the status of the Regional GiS Run & Maintain budget
* You monitor costs of ICT coordinator services and regional/local services, projects and changes within agreed budget
* You arrange regular service reviews with the customer reporting on performance of services delivered by Run & Maintain
* You take care that DSM guidelines, policies and baselines are known and are followed by our customers, service providers our internal GiS SSO Run & Maintain department
* You liaise with Service Delivery Managers to ensure that common issues are communicated

## Qualifications for service delivery

* Leadership - inspiring others to create a vision and strive to achieve goals
* Good communication - ability to provide valuable information related to project status in a timely and effective manner
* Sound administrative skills including attention to detail and accuracy
* Able to liaise with business technical personnel to produce solutions acceptable to all parties
* Master’s degree in Business, Supply Chain or Engineering
* Minimum 7 years in supply chain including cross-functional process improvement and/or cross-functional stakeholder management position with project management experience