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# Example of Service Delivery Job Description

Our company is looking to fill the role of service delivery. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for service delivery

* You are accountable for the performance management of ICT-Coordination staff for the region
* You ensure that BG’s/sites allocate resources on site to perform local ICT activities according agreed SLA’s with GiS SSO
* You review and improve performance of local ICT services
* Act as the primary service management contact for the customer
* Ensure all engagements drive the customers experience in line with the customer contracted services, managing customer expectations at all times
* Undertake the management and oversight of the Service Levels in accordance with Service Level Agreement including attending relevant key Customer Third Party Provider service meetings as requested by the Customer
* To Co-ordinate experience and satisfaction surveys with the Customer
* Act as the escalation point within the business for the customer
* Co-ordination and execution of monthly, quarterly and annual Service Review Meetings in accordance with the provisions of Service Level Agreement and Service Schedule
* Generate a weekly management summary on delivery against Services in accordance with the Service levels and applicable schedules

## Qualifications for service delivery

* ADP Connection
* You hold a technical diploma in a related field
* Desktop support experience working specifically with hardware and software support
* Ability to work effectively in a fast-paced team environment independently
* Excellent verbal and written communication skills with the ability to communicate effectively with management
* General network and/or workplace knowledge