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# Example of Services Delivery Manager Job Description

Our innovative and growing company is searching for experienced candidates for the position of services delivery manager. 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 services delivery manager

* Creates an environment of intense customer focus and service
* Assists the team in researching solutions, solicits input from outside industry experts, and recommends solutions to meet business requirements
* Ensure current Digital Standards are being communicated to and enforced by the QA and CM teams
* Assigns resources to ensure completion of any projects on schedule and budget
* Strong understanding of Agile, Waterfall, and Hybrid Methodologies
* Ensure that all business functions (sales, services, engineering, operations, logistics) deliver the desirable outcome to our customer through proper planning and initiation of our most complex engagements
* Responsibility (while working with a Client Executive and/or Managing Consultant) for the organization of delivery, management, and improvement of services to support the customer’s business and meet user needs
* Leading the development, implementation, sustainment, and continuous improvement in coordination of Service Selling and Delivery
* Align with Chief Technology Advisor, Managing Consultant, PS Business Manager, ITC Program Manager, and other business unit leaders on project/program organization
* Active stakeholder and driver in underlying operations process to direct continuous improvements across the supporting teams in all aspects of our service delivery

## Qualifications for services delivery manager

* Expert knowledge of technology applications with proven expertise in a library environment
* Knowledge of business intelligence tools such as Oracle BI, Tableau, JMP, Minitab and SQL proficiency
* Fluent in German very good written and spoken in English
* At least 2 years of experience working in a data-oriented media environment
* Must have experience with film, TV and digital platforms distribution nomenclature and localization requirements
* Candidate must have a solid understanding of efficient and scalable data mining and an ability to use the data in financial and statistical modeling