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# Example of Services Delivery Job Description

Our company is growing rapidly and is looking for a services delivery. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for services delivery

* Provide strategic direction for the R&D organization in all areas of project & program management, on-premise Customer Hardware delivery & deployment, and ensuring no gaps exist between product ideation and delivery
* Manage and direct the personnel actions for the project & program management, Hardware, and Operational Readiness staff which includes but is not limited to, approving vacation, scheduling employees, training and evaluating employees, coaching and counseling when appropriate, and making salary or merit increase recommendations
* Instruct, assign and direct the activities of the project & program management, Hardware, & Operational Readiness staff to ensure that the work performed meets the needs of EIS Services customers
* Direct or perform activities, which include, but are not limited to capacity planning, resource forecasting (on-shore & off-shore), customer mediation, and quality of delivery
* Prepare and present activity and project progress reports to senior and executive management as required
* Key member of team defining and implementing EIS Software Development Life Cycle
* Lead the development of our annual operating plan, a roll up of category plans, contractual commitments, and execution plan of customer roadmaps
* Ensure program commitments are being fulfilled, while resolving issues related to scope, budget, and customer satisfaction
* Proactively pursue relationships with client Stakeholders across a variety of functional areas to increase stakeholder engagement
* Collaboratively build the account s strategy with the Client Executive, being prepared to execute revenue protection strategies, and manage client work Identify and pursue opportunities to restructure delivery and staffing model as needs of organizations change to continually drive value to client

## Qualifications for services delivery

* PMI and/or IPMA Certified
* Typically 10 or more years of work experience as an IT professional are required for this position
* Must be educated in Information Technology and prefer a minimum of 5 years experience at an IT professional services organization
* Prior employee management experience is required
* Strong business knowledge is required to properly communicate with team members and customers on behalf of CA
* Mentor and manage individuals in a positive and constructive manner, contributing to their overall growth