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# Example of Support Delivery Job Description

Our growing company is hiring for a support delivery. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for support delivery

* Analyzes performance of service desk activities, documents resolutions, identifies problem areas, devises and delivers solutions to enhance quality of service and to prevent future problems
* Develops and implements service management process improvements in alignment with best practices
* Develops and implements service management metrics and key performance indicators that measure IT service and support effectiveness, efficiency and customer satisfaction in order to continuously improve service delivery
* Oversees incident management processes to ensure proper notification and recovery
* Establishes methodologies for root cause analysis
* Manage team schedules, phone, and web queues for incoming calls
* Perform annual reviews of all direct reports
* Replenish products in cabinets and operate storeroom onsite
* Understanding procedures and processes for the relevant Businesses, the internal BSC processes
* Ensuring timely resolution of Service Requests and activities within the Customer Relationship Management system (Siebel)

## Qualifications for support delivery

* Analyze scorecard metrics and customer feedback to identify support process and product quality improvements
* This includes initiatives focused on improving the end-to-end on-boarding process, promoting a knowledge excellence culture within our practice communities, implementing a performance feedback process, and rolling out training / certification programs that support current and expanded curriculum
* Must speak and write fluent English and Mandarin
* Must have the ability to work non-standard hours and shifts (including evenings and some holidays)
* Must show passion and interest in enhancing the customer experience and have minimum 3-5 years proven experience in direct customer interaction (Customer and Partner Advocacy)
* Must show proven problem solving skills