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# Example of Support Delivery Job Description

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

## Responsibilities for support delivery

* Provide support on tools that manage automated code deployments during the release process
* Monitor the continuous integration system to ensure correct build execution and troubleshoot build failures
* Maintain documentation of the build and continuous integration systems
* Working with the Service Delivery Managers (SDM) team on operational tasks
* Assist with time tracking and proper cataloging of support team’s time
* Work directly with the Service Delivery Director to perform a wide range of tasks, from scheduling/facilitating meetings, and assisting with the creation of presentations
* Guide a dispersed technical support team consistently through strategic changes happening throughout the Global Support Delivery team
* Manage and develop technical support teams, including recruiting, hiring, professional development, and global project engagement
* Identify patterns and recommend enhancements to our solutions and services to fulfill customer needs
* Maintain a high level of customer satisfaction within the North American regions

## Qualifications for support delivery

* PhD ( Preferably Chemistry, Biochemsitry
* Ability to lead and drive simultaneously, project development and services which meet business need
* Extensive experience as a line manager and leader of large teams
* Ability to inspire, enable and support people to excellent performance
* Extensive experience in managing outsourced ADM suppliers
* Ability to manage crises and to define plans to resolve issues promptly