



# Example of Delivery Service Manager Job Description

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

## Responsibilities for delivery service manager

- Provide technical management services to include project planning (collecting requirements, WBS and schedule development, estimating costs, identifying risks , ), project execution (managing, monitoring and cost containment and schedules, risks, reporting, ) and project closure with lessons learned
- Organize and facilitate various working group sessions and Joint Application Design (gJAD) sessions
- Support standard SDLC phases by regularly performing tasks such as interpreting program specifications and providing analysis, contributing to design, reviewing programming/coding and testing results
- Ensure regular reports on service performance and improvement plans are produced and shared with Business Relationship Managers and business stakeholders
- Support capacity management to identify any capacity issues, specify any required changes, forecast future capacity requirements based on business needs, IT trends, and key transformation projects
- Work with the team of Service Managers to negotiate and resolve process or resource issues to optimise the entire portfolio of services
- Engage with Production Management and Infrastructure teams to ensure appropriate service delivery and prompt resolution of issues
- Accountable for the successful consistent delivery of the agreed targets and the proactive management of the Lines of Service and appropriate management escalation should any be at risk
- Awareness of all changes impacting the "Live Service" and ensuring that such changes do not adversely impact the service

## Qualifications for delivery service manager

- Effective in building relationships with clients, suppliers, peers and subordinates
- Flexibility to navigate successfully in a matrix management structure and rapidly changing environment
- Ability to implement and deliver against Service Delivery best practices and deliver Process Improvement
- Define SLA's and ensure the SLA's are achieved
- Technical background in IT network environment
- Experience in managing relationships with customers