



Example of Support Delivery Job Description

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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

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