



# Example of Support Delivery Job Description

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Our company is hiring for a support delivery. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for support delivery

- Develops, fosters relationships and effectively communicates with CSC stakeholders and airport leaders
- Synthesizes operational and customer related data into consumable insights and recommendations in order to drive improvements
- Liaises with airport teams on commercial and operational initiatives ensuring appropriate levels of support
- Identifies, researches and appropriately partners with CSC stakeholders to resolve employee and customer pain points
- Ensuring uninterrupted application availability so Business delivery is not affected
- Aligning of Business targets with System availability planning
- Responsibility for entire Finance application service management delivery
- Setting and defining service level agreements (SLAs) together with service providers
- Ensuring providers deliver as per agreed commitments for incident, service and problem management
- Improving the application service delivery processes and optimizing the cost base in coordination with the manage services lead

## Qualifications for support delivery

- Must have proven excellent interpersonal, written and verbal communication

- Can manage competing customer expectations and can effectively ensure the right customer promises are kept
- Knowledge and/or experience in a SaaS related or DEV/OPS technologies preferred
- Excellent oral and written communication skills (English language), analysis and problem solving skills excellent time management and organizational skills
- Possess thorough understanding and working knowledge of the main systems used daily
- Provide timely accurate, professional and responsive support, verbally and via email, to internal and external customer/clients to resolve all issues reported and take proactive steps to prevent the conflict/problem from reoccurring