

IT Service Delivery Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of IT service delivery manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for IT service delivery manager

- Provide day to day operational oversight, information dissemination, question and issue resolution
- Develop and/or validate Change Requests and BPOs
- Serve as IT Asset Management Coordinator, by managing the delivery process for assets in Altiris
- Ensure compliance to Security server scans in collaboration with the Sector SISO
- Interface regularly with enterprise and sector infrastructure project teams
- Meet cost and schedule targets and quality requirements, including program performance, customer satisfaction and financial performance
- Adjudicate and approve PC admin rights requests
- Partner with the ITOD to deliver direct service provider support (IIS, in-sourced and out-sourced) to ensure the delivery of high quality services, performance to budgets and schedules and compliance with Service Level Objectives (SLOs)
- Ensure world class levels of Computer Security, Business Continuity and Disaster Recovery
- Oversee the BIA and ISCP compliance

Qualifications for IT service delivery manager

- College degree in computer science, MIS, or a related field or equivalent education and experience is required
- Bachelor's degree in IT Management, Computer Science, Engineering or related discipline or equivalent work experience
- Bachelor's degree in MIS, Computer Science, Engineering or related discipline or equivalent work experience required
- Six yrs of enterprise systems support experience demonstrating high level of responsibility supporting BU applications, infrastructure, and/or networks
- Experience managing highly technical organizations with 10 direct reports
- Experience managing NetApps storage appliances both standalone and in FlexPod configurations

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M Tight



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Enjoying the Track of Appearance: An Emotional Symphony within **Itil Service Delivery Manager Job Description**

In a global taken by screens and the ceaseless chatter of fast communication, the melodic elegance and mental symphony produced by the prepared term often fade into the backdrop, eclipsed by the persistent sound and disruptions that permeate our lives. However, set within the pages of **Itil Service Delivery Manager Job Description** an enchanting literary prize brimming with natural emotions, lies an immersive symphony waiting to be embraced. Crafted by an elegant musician of language, that captivating masterpiece conducts viewers on an emotional trip, skillfully unraveling the hidden melodies and profound influence resonating within each cautiously constructed phrase. Within the depths of the emotional evaluation, we can investigate the book is central harmonies, analyze its enthralling writing fashion, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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