IT Service Delivery Manager Job Description

Our innovative and growing company is hiring for an IT service delivery manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for IT service delivery manager

- Lead the annual continuous improvement for IT sourcing agreements with Service Providers
- Accountable for metric/performance reporting approach
- Accountable around all aspects of Service Provider Performance Management, including escalation and SLA management
- Conducts cost/benefit analysis and identifies value leakage with Service Providers
- Provides consistent monitoring & reporting across Service Providers
- Implements common tooling to integrate processes and data transparency across all service providers
- Provides proactive guidance and advanced training to the BPT service delivery teams on governance processes
- To collaborate on Global IT Projects roll-outs
- Participate in the development of service level agreements and in the ongoing management of service level compliance and operational performance reporting
- Responsible for recruitment, development and retention of Service Desk and Desktop Services staff

Qualifications for IT service delivery manager

- Hands-on experience with PC configuration, printers
- Master's degree or equivalent desired
- Build and maintain customer and supplier relationships both internally and externally.Conduct customer and supplier service review meetings covering performance, service improvements, quality and processes
- Act as the second internal line of business escalations relating to IT service
- The Service Desk is a six days per week operation, as such the Service Delivery Manager will be expected to provide on-call cover Monday — Saturday
- Play a key part in any RFP processes with potential new suppliers

Itil Service Delivery Manager Jobs

Brendan G. Carr

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