

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

Itil Service Delivery Manager Job Description

Daniela Niemeyer



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