

JOB Description: Service Delivery Manager

Location: Remote / On-Premises

Responsibilities: To make sure that project and services are being seamlessly delivered to the clients of an organization on time with required quality.

Job Purpose:

The role will require leading of project teams, monitoring progress, tracking KPIs, and managing budgets, boosting the user experience by ensuring the smooth delivery of top-notch services that meet and exceed customer demands.

Principal duties and responsibilities:

- Develops information systems by designing, developing, and installing software solutions.
- Write, test and maintain software code as according to design specifications in a quality and timely manner.
- Troubleshoot and resolve bugs.
- Perform code reviews and write documentation.
- Mentor junior team members.
- Providing breakdown, estimate and progress information.
- Capture and fulfil requirements for Project Manager and Team Lead.
- Support QA to ensure the product is of good quality.
- Assist with customer escalation cases.
- Any other reasonable duties as required by the business.
- Establish multi-platform versions of the software package.
- Write tests for existing and created code to ensure compatibility and stability.
- Investigates problem areas.

Essential Skills and Experience:

- Proficiency in leading both physical and virtual teams
- Experience in dealing with third-party-provided services
- Operational ability in a diverse, large-scale environment
- Exceptional customer-facing skills
- In-depth knowledge of escalation procedures, incident management, and other disciplines related to service delivery
- Mastery of ITIL (Information Technology Infrastructure Library) principles
- Expertise in people management and leadership
- Strong organizational skills
- Capacity to train and guide junior team members
- Ability to manage and prioritize tasks efficiently
- Solid resource planning and problem-solving skills
- Readiness to demonstrate a proactive attitude
- Excellent verbal and written communication skills

Desirable Skills and Experience:

- Software knowledge - IT service delivery managers should be familiar with technology and computer software, and they're extremely knowledgeable about the specific software that the company deals with.
- Technical experience - IT service delivery managers typically have previous technical experience as well as prior experience managing technical teams.
- Infrastructure development - IT service delivery managers have strong knowledge of the principles and processes of infrastructure development.
- Familiarity with the Information Technology Infrastructure Library - IT service delivery managers are familiar with the processes and tasks described in the ITIL, which is a manual for IT service management.
- Leadership - IT service delivery managers have the essential leadership skills to encourage teamwork and motivate employees.
- Problem-solving skills - since they often face problems in their work, IT service delivery managers need strong problem-solving skills to troubleshoot effectively.

Education and Training:

- IT service delivery managers with a bachelor's degree in computer science or a similar area of study.
- IT service delivery managers have at least five to eight years of experience and a strong foundational knowledge of technology and IT operations.

Qualities:

- Recommending methods of improvement and seeing that actions are implemented on time for service delivery upgrades.
- Providing accurate and regular reports to the management on performance of the service delivery.
- Leading personnel management, including staff recruitment, performance assessment, training, and mentoring.
- Building strong relationships with teams and stakeholders to enable effective dialogue exchange between departments.