

Service Delivery Manager Job Description

Our company is growing rapidly and is looking to fill the role of service delivery manager. 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 service delivery manager

- Act in lead sales role (when assigned by manager)
- Conduct and/or participate in marketing activities (Seminars, Trade Shows)
- Create SOW's for prospects and assigned clients, coordinating any backend resources as necessary
- Maintain intimate product knowledge of strategic vendors
- Provide product and vendor information to staff as requested
- Transfer project knowledge at project initiation phase where necessary
- Record accurate activity notes, consulting time, and opportunities in ConnectWise
- Stay educated and current on new technologies
- The manager will work with other managers and team leads, including those in remote locations, to create a cohesive and collaborative environment that values team success across delivery, quality assurance, training, communication, and reporting
- He/she will be responsible for performing QA of correspondence, adherence to defined processes, and member retraining and reporting

Qualifications for service delivery manager

- 2 years Technical Support
- MS Office experience - utilizing Word, Excel and PowerPoint
- Experience in IT Service Management and Service Delivery
- Strong working knowledge of SLA's, including their creation, concepts and commercial management
- Ability to deal with complicated and demanding clients
- Experience of operating with a high level of autonomy and the ability to manage others to ensure delivery to agreed timescales

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