

## ***Service Delivery Manager Job Description***

Manage the performance of services to clients as per agreed contract and ensure that Service Levels are achieved.

### *Personal Spec*

Previous experience of IT Service Management

Ability to manage suppliers in outsourcing contracts

Strong people management skills

Good communication skills

A qualification in ITIL Service Delivery is desirable

### *Duties & Responsibilities*

Management of the IT Service Delivery Team including responsibility for service desk, desktop support, application support, career development and staff appraisals

Definition of service level agreements (SLA's) in relation to contracted services, ensuring the SLA's are achieved; service quality and client expectations are met or exceeded as well as profitable

Effectively monitor, control and support service delivery, ensuring systems, methodologies and procedures are followed

Build and maintain client relationships

Produce management and account performance reports to an agreed schedule or upon request

Attend client service review meetings covering performance, service improvements, quality and processes

Implement and facilitate workshops and training courses