

IT Service Delivery Manager Job Description

Duties and Responsibilities:

- Ensure efficient and effective IT operations daily
- Manage all IT related infrastructure and service delivery processes
- Ensure proper implementation of management plans and policies in rendering services to clients
- Assemble the IT service delivery team
- Help the human resources department in recruiting the right candidates for the team
- Oversee and direct the activities of the service delivery team
- Receive complaints and inquiries from customers and promptly work towards providing a solution to the problems
- Train team members on the most efficient and effective ways of carrying out their duties
- Organize meetings with the members of the service delivery team
- Attend board meetings on behalf of the IT service delivery team or appoint a member from the team to do so
- File periodic reports to top management on the performance of the team, customers' complaints, and suggestions
- File report to top management on the progress of any project under his/her supervision
- Assist top management in making decisions that will improve service delivery and customer satisfaction
- Integrate useful customers' suggestions into delivery plans and policies
- Communicate with all parties involved in the service delivery process – team members, customers, and top management
- Ensure efficient and effective management of resources
- Develop and maintain relationship with customers and potential customers
- Work together with team members to develop service agreements and supports that will assist in service delivery

- Suggest appropriate technologies to be adopted so as to meet present and future demands of the business.

IT Service Delivery Manager Requirements – Skills, Knowledge, and Abilities

- Firstly, you are expected to be educated to at least First degree level. A degree in management or IT related discipline is very important. In addition, you must be a computer literate and be digitally savvy
- You must be an expert in the IT field. You must have honed your skills through years of training in managed service environments, either as a team member or as an assistant to an IT service delivery manger. Also imperative to have is in-depth knowledge of IT network, systems, security, storage, server and server visualization. In addition, you must have good knowledge of IT hardware and software maintenance, repairs, and troubleshooting
- Good planning, communication and leadership skills are also very important since you will be managing both your team members and customers as well
- You must be approachable and should possess good customer service orientation
- You must be innovative. The IT services industry is one of the most dynamic industries you can think of. So, to be able to stay in business and satisfy customers the IT service delivery manager must be an individual with eye for innovation.