https://www.rojgargroup.com/tech-jobs/it-service-delivery-manager/

IT Service Delivery Manager

Job Location
Bangalore, Karnataka

Description
Job Description: IT Service Delivery Manager (IT Infrastructure)

Role Overview: The IT Service Delivery Manager (SDM) for IT Infrastructure is responsible for ensuring the efficient delivery of IT services to meet the needs of the organization. This role involves managing IT service delivery processes, maintaining high service standards, and ensuring customer satisfaction.

Responsibilities

- **Service Management:**
  - Oversee the delivery of IT services to ensure they meet business requirements and service level agreements (SLAs)[1].
  - Develop and implement service delivery standards and processes[1].
  - Monitor and report on the performance of IT services, addressing any deviations from service standards[1].
- **Customer Relationship Management:**
  - Maintain strong relationships with clients to understand their needs and ensure these are met[1].
  - Handle customer complaints and issues related to IT services[1].
  - Ensure customer satisfaction through effective communication and service delivery[1].
- **Incident and Problem Management:**
  - Manage and resolve critical incidents and service requests[2].
  - Act as the first escalation point for support calls and service requests[2].
  - Coordinate with other IT teams to ensure seamless service delivery[2].
- **Vendor and Contract Management:**
  - Manage relationships with vendors and suppliers, negotiating contracts for IT services[1].
  - Ensure all IT services comply with relevant laws, regulations, and company policies[1].
- **Continuous Improvement:**
  - Identify opportunities for improvement in the delivery of IT services and implement changes as needed[1].
  - Stay updated with the latest IT trends and technologies to enhance service delivery[1].
- **Team Leadership:**
  - Lead and manage a team of IT professionals to ensure effective service delivery[2].
  - Provide guidance and support to team members, fostering a collaborative work environment[2].

Skills

Hiring organization
Rojgar Group

Employment Type
Full-time

Qualifications
Any Degree with Proven experience in IT service delivery or a similar role

Base Salary
INR 15,00,000 - INR 18,00,000

Experience
7 -9 years

Contacts
Share Resume: rojgargroup.cv@gmail.com

Fill the forum:

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Strong understanding of

- IT infrastructure and service management principles