



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

### 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](mailto:rojgargroup.cv@gmail.com)

Fill the forum:

<https://forms.gle/CKERDJZY8vaHRW4W9>

### Date posted

September 22, 2024

**Strong understanding of**

- IT infrastructure and service management principles