

SERVICE DELIVERY MANAGER

JOB DESCRIPTION

ABOUT THE POSITION:

Founded in 1996, IntraSystems is a highly respected IT consulting company, managed services provider, and systems integrator that specializes in the deployment and delivery of IT infrastructure, virtualization services, security, and cloud solutions. Due to recent ongoing and continued business growth expectations, our Engineering team is looking to expand.

The Service Delivery Manager has the primary responsibility of managing the field engineers and project managers. The Service Delivery Manager will also have responsibility of ensuring superior services are seamlessly delivered to customers, creating customer satisfaction and retention.

OBJECTIVES OF THIS ROLE:

- Manage and mentor field engineers and project managers/coordinators
- Responsible for managing schedules and resource allocation for the team
- Serve as an escalation point for all issues experienced by delivery team
- Create and develop a team environment, including building collaborative relationships and participating in cross-functional coalitions to ensure knowledge is shared across divisions/locations
- Assist with the creation of Statements of Work that aligns customer requirements with our service delivery capabilities.
- Manage delivery of projects, ensuring defined acceptance criteria has been met
- Align with customer roadmaps and highlight risks and field concerns
- Partner with CTO to optimize Pre-Sales engagement including POC/trial process, RFPs, etc.
- Track strategic deals and ensure cross-functional alignment
- Engage with customer to ensure delivery meets customer expectations
- Drive customer communications
- Maintain business summary (sales/usage projections, renewability, supportability, etc.)
- Ensure engineering utilization goals are met
- Drive utilization through engagement with customers
- Conduct research that leads to data-driven decisions, working cross-functionally to have a broad view of service and processes
- Adhere to strict quality standards

- Work from a customer-first mindset
- Share data driven evidence with professionalism
- Interpret and present information from numerous sources to form comprehensive suggestions to management

PREFERRED EDUCATION, SKILLS & QUALIFICATIONS:

- Bachelor's Degree
- Four+ years of managing service delivery in customer facing field role
- Experience in incubating, refining, and measuring service delivery processes
- Experience overseeing technical deployments, high-level architecture, and common terminology
- Experience in building third party partnerships with mutually beneficial goals
- Ability to adapt to changing business requirements and react quickly
- Detail and procedure oriented
- Superior written and verbal communication skills
- Self-motivated individual; able to work independently or on a team
- Ability to multi-task several mission critical tasks/projects with minimal supervision
- Passion for providing excellent customer service in technology field
- Possess strong project management skills

BENEFITS:

- Health coverage with dental, vision, disability, and life insurance
- 401k plan offerings
- Paid vacation, PTO and company designated holidays

WORKING CONDITIONS:

- Full-time, normal business hours of Monday – Friday with occasional evening/weekend work as company needs/operations dictate. Within reason, carry mobile phone for availability off-hours.

PAY PERIOD:

- Bi-weekly, paid on Fridays

REPORTING:

- The Service Delivery Manager position reports directly to Engineering team lead and works in conjunction with the project management team.