

**JOB SPECIFICATION**

|                                     |                          |
|-------------------------------------|--------------------------|
| <b>Job Title</b>                    | Service Delivery Manager |
| <b>Business</b>                     | Enterprise               |
| <b>Function</b>                     | GLOBAL SERVICE CENTRE    |
| <b>Sub Function</b>                 | Service Delivery         |
| <b>Position Reporting to (Role)</b> | Head of Service Delivery |
| <b>Location</b>                     | DAKC                     |

**Role Summary**

- This role is end to end management of the delivery functions for a specific number of defined customers within the global Managed Services customer base
- The role will have matrix managed functions that are solely customer focused. This will ensure that the individual has all resources to deliver outcomes for customers
- The role will ensure that SCD's are met, and also that customer expectations are understood for the key and important changes.
- The role will be the customer advocate, and always looking at delivery "through the customers eyes"

**Duties and Responsibilities**

The Service Delivery Manager role will involve but is not limited to

- Knowledge "owner" of the customer base under management by this specific role
- Ensure all staff working on the customer segment are fully knowledgeable, and have access to information
- Take ownership of Service Delivery
- Coach and mentor end to end of customer service
- work close with the all delivery teams to ensure SCD's are met, and CSAT is high
- incident management of major service delivery issues that impact on customers
- development of the root cause of underlying issues – internal or external – that are then developed into a proactive assessment of the incidents
- change related detection and recording
- investigation and diagnosis of the incident reports, and trend analysis for delivery

Customer relationships

- Develop strong relationships internally with key delivery roles
  - o Customers
  - o Change Managers, MAC
  - o IE, CDA
  - o Provisioning

This is a customer facing role, and these relationships will determine the success of the individual

**Key Performance Indicators**

- Customer Satisfaction (CSAT).
- SCD's above 95%
- RCA's completed by supporting the Problem Managed function
- Customer knowledge kept up to date and readily available online
- Full knowledge (via tests) of the RGC processes.
- installs success rate

- QC first time pass

**Contact with Others**

|          |                                                                                                                               |
|----------|-------------------------------------------------------------------------------------------------------------------------------|
| Internal | MAC Coordinators, Change Managers, Implementation Engineers, Documentation, Provisioning, Supplier Operations Management Team |
| External | Clients, Providers                                                                                                            |

**Qualification & Experience**

Educational / Academic Qualification- B.E/B.Tech/MBA/MCA  
Professional Certifications / Additional Qualification- Cisco CCNA

|                        |                                                                                                                             |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Experience(Min. years) | 4-6years of experience within a Service Provider at either management/leadership level, or within high end customer service |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------|

**Candidate Specification:**

The candidate will have more than 2 years experience in customer service or telecommunications

- Total customer service experience should be 5 years
- Confident presentation abilities.
- Able to work to tight deadlines and produce solid work that is both correct and to a high standard
- Able to demonstrate when required a sound level of understanding across a broad range of technical subjects and be able to apply this knowledge to customer's specific requirements.
- Highly self motivated and work well under pressure
- Able to learn and adapt to new technologies.
- Able to work well in a team environment but also on an individual basis to ensure tasks/actions are completed.
- Experience in working in a service provider environment
- Experience in working with multiple providers and technologies
- Confident English written and verbal communication skills and experience discussing solutions with clients.
- Experience in completing high quality documentation and reporting for internal and client use
- proficient MS office (MS Word and Excel user)

**Technical/Functional Skills :** ( Use "E" to denote Essential and "D" for Desirable)

- E - MS Word and Excel knowledge
- E – ITIL knowledge
- E – Customer centricity
- E – Networking knowledge within a global environment
- E – Networking or telecoms experience
- E – Good understanding of TCP/IP
- E - Experience of management and monitoring tools (SNMP based)

E - Experience with reporting tools

E - Working experience in a support role (level2/3) in a service provider environment

E – Ability to analyse data and transfer into a reporting package/with executive summary

E- Excellent understanding of QoS (Quality of Service) concepts

D - Working experience in an implementation engineering role in a service provider environment

D - Cisco CCNA certification

D – ITIL practitioner V3, or foundation V3

**To apply for this position, please send your updated CV to [careers@relianceglobalcom.com](mailto:careers@relianceglobalcom.com) with “open Position” in the subject line.**