

Adapt IT Vacancy

Service Delivery Manager

Location: Durban
Business Unit: Manufacturing

Role Description:

The Services Delivery Manager will take full ownership of application support services in our products department to ensure that service levels are met at all times, and ensure services processes are adhered to by the teams including line management of the implementation team. Additionally, we require the Services Delivery Manager to take ownership and to establish good working relationships and interactions with our customers.

Role Requirements:

Key measurements of the role:

- Client retention
- Consultant utilisation
- Service levels
- Customer satisfaction
- Grow annuity revenues
- Monitor quality of data in Heat (including re-usable resolutions)
- Establish a product knowledge base for customer self-service
- Annual Customer satisfaction survey
- Manage a standby roster
- Regular meetings with the Snr Manager for Managed Services on matters relating to common systems and processes to ensure that best practices are being followed.

Education, Qualification and Experience

- Relevant Degree/Diploma
- A qualification in project management would be advantageous
- At least 10 years' experience in implementing and support software applications.
- At least 5 years' experience in a Service Delivery Management role
- Solid understanding of IT managed services, 1st and 2nd line support and SLA's relating to this
- ITIL is required.
- Direct work experience in project management capacity
- Proven experience in people management
- Proven experience in quality management

- Proven experience in risk management
- Proven experience in change management
- Proven experience in managing 3rd parties
- Broad project management methodology knowledge
- Knowledge of both theoretical and practical aspects of project management
- An over-riding commitment to the project's success, user satisfaction and teamwork
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Adapt IT is committed to successfully implementing employment equity initiatives that actively promote our Broad-Based Black Economic Empowerment (B-BBEE) policy.

Closing date:	31 August 2019
Contact person:	Absai Gama
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Position status:	Vacant