



<b>Job title</b>	IT Service Delivery Manager
<b>Location</b>	Bangkok, Thailand

#### **Duties and Responsibilities**

- Client relationship management, acts as primary service contact for client advising on new service, responsible for all operational issues related to delivery of services.
- Responsible for client service transition, new service introduction, upgrades and service improvement plans (CSIP)
- Maintain client service descriptions and service roadmap including end of life (EOL) service migration plans.
- Effectively coordinate changes to service (change, release management) with client and service provider.
- Effectively manage service outages (incident management) with client, internal subject matter experts, service providers and central operational management teams.
- Define and manage service level agreements with client.
- Manage OLAs and relationships with service providers

#### **Candidate Profile**

- Bachelor's degree in Computer Engineering, Computer Science, IT or related fields.
- ITIL qualified to a minimum of v3 Foundation level. Practitioner accreditation or above would be advantageous.
- CISCO voice certification (CCNA, CCNP) is desirable but not essential.
- Minimum 3 years of experience in a service delivery/ service management role with extensive knowledge of designing and implement ITIL processes.
- Strong communication skills both verbal and written skills to develop service, operational documentation and presentation in English.
- Knowledge of call/ contact center function and business processes.
- Knowledge of ICT/ contact center platforms including CISCO computer telephone integration (CTI) solution.
- Experience of developing, negotiating, and managing Service Level Agreement (SLA), conducting service reviews and assessing service proposals to ensure operational capability.
- Excellent skills and experience in relationship management with clients, suppliers and staff at all levels.
- Providing service performance statistics and reporting to clients and central operation teams.
- Developing and managing Continual Service Improvement Plans (CSIP)
- Experience working with internal and third party service providers to resolve escalated service issues to ensure minimal impact to client's service.



- Experience of working with global clients and partners.
- Acting as point of escalation (on call) for service incidents/ outages.
- Able to work within client business hours (North America, Europe, Australia)
- Experience of managing projects.
- Experience in delivering service improvement programmes.
- Takes responsibility to ensure high levels of accuracy and detail.
- Experience working with incident, Problem and Change Management processes.
- Ability to manage and influence multiple teams that do not report into the role.
- The ability to manage and co-ordinate complex environments with multiple parties.
- Ability to work both independently and as a team player, maintaining self-motivation at all times.
- Strong organizational and planning skills.
- Knowledge of provider contractual requirement and obligations.
- Knowledge of client service charging and cost forecasting.
- Ability to work under pressure.

<b>Approved by:</b>	(on behalf of CEO)
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