

## 005 Service Delivery Manager

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Company: Emircom

Location: abu dhabi

Category: other-general

### Job Brief

A dedicated and dynamic Service Delivery Manager to ensure the efficient delivery of our services to clients. The Service Delivery Manager will play a critical role in building strong client relationships, overseeing service operations, and optimizing service delivery processes.

### Requirements

#### ITIL Management

Deep understanding on Data Center ICT Systems, Network & Security Solutions - MCSE Certification preferred

Deep understanding of EMS, NMS and ITSM tools such as Manage Engine/ OP manager/Remedy/ Solarwinds / HP Openview

Able to demonstrate the ability to undertake the above responsibilities

A passion for Service Improvement

Excellent Documentation Skills

Experienced Service Management professional

ITIL V3 and V4 Foundation Qualified - Mandatory

Previous experience as a Team Lead or demonstrable experience in leading virtual teams

Experience of managing 3rd parties and 3rd party delivered services

Service Management or Support in a large-scale and diverse environment of incident management, escalation procedures and related disciplines Expert knowledge of ITIL disciplines

Excellent leadership and people management skills

Excellent written and verbal communication skills

Willingness to support and mentor junior staff

Excellent customer facing/customer service skills

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