

Service Delivery Manager

Position Description

Grade	6.2	Position number	
Employment type	Ongoing	Status	Full time
Division	Customer Engagement	Direct / indirect reports	0 / 0
Reports to	Account Manager		
Date approved			

About CenITex

Our Vision	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
Our Purpose	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
Our Values	Our values are the foundation of our culture and guide how we work together: RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE

Division Summary

The Customer Engagement team builds and manages relationships with Departments and Agencies in the Victorian Public Sector. Engagement ranges from deep relationships with Departments to broad connection to public sector entities. The intent is to grow the impact of CenITex services across the Victorian Public Sector through providing reliable, easy to use contemporary technology which enables our customers to deliver the services the Victorian community needs and expects.

The Customer Engagement team builds a deep understanding of our customers and how government works and plans and develops the best value services to meet their needs. This team leads the rest of CenITex in the delivery of services to our customers.

Position Purpose

Reporting to the Account Manager, the Service Delivery Manager is responsible for the day-to-day management of Infrastructure Services delivered by CenITex to meet the contracted deliverables for the customer. This entails coordination across multiple support platforms and functions as well as the regular analysis of cost management and delivery of various reports to contractual requirements. This role requires a significant face-to-face involvement with the customer on a daily basis including acting as a single point of contact for a specific customer group to represent CenITex from a service delivery standpoint whilst representing the customers plans and strategy into CenITex.

Key Accountabilities

- Provide strategic leadership, directing CenITex virtual teams to meet the demands of the customers' business requirements. This will involve leading, prioritising and coordinating CenITex service delivery activities to the customer.
- Drive and participate incident and problem management representing customer interests. Formalised rostered responsibility for 24/7 customer support for major incidents i.e. something that significantly impacts customer's line of business.
- Ensure an accurate alignment between Service Delivery and technical delivery whilst communicating major service outages and/or escalations.
- Accountable for ensuring high standards of customer satisfaction are maintained at all times. Responsible for addressing any issues impacting customer satisfaction targets in conjunction with relevant stakeholders when required.
- Manage service quality and improvement of service delivery processes.
- Provide account technical leadership/direction and support.
- Ensure all SLAs are met through analysis and presentation of SLA reporting, ensuring any direct impact is dealt with appropriately.
- Establish an appropriate level and frequency of change review with the customer and management team.
- Coordinate planned changes with Customer Representatives, Change Management, and Service Delivery.

- Support the Account Manager and Customer Solution Specialist on new services and/or expansion of services, providing guidance on service delivery and performance expectations.
- Closely manage and monitor project and program performance particularly in relation to the development of strategies and processes, metrics, financials and communication.
- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

1. Specialist Expertise and Experience

Strong knowledge, capability and experience working in IT service delivery management, with responsible for leading projects and supporting teams in planning, implementing and managing all aspects of client service delivery.

2. Stakeholder Management and Influence

Superior stakeholder management skills with the ability to credibly communicate, negotiate and influence strategic outcomes at the most senior level.

3. Business Management

Demonstrated ability to develop and drive objectives through effective planning of resources and business functions i.e. people, finance and performance.

4. Analytical and Problem Solving Skills

Strong research, analytical and problem solving skills, with proven ability to consider issues from different perspectives and draw commercially sound recommendations.

5. Service Excellence

Dedication to customer service with demonstrated experience in identifying, leading and implementing initiatives that deliver improved customer experience.

Education and Qualifications

- Tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.

Skills & Competencies

- **Change Management** - Maintains and controls their work group so that it continues to perform over time in changing circumstances
- **Coaching** - Guides and helps others to develop the behaviours critical to the organisation's current and future success
- **Customer Focus** - Provides an end to end customer experience and meets the customer's expectations and needs
- **Innovative Decision-Making** - Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative** - Remains proactive and takes prompt action to accomplish goals
- **Operational Awareness** - Is attentive to the opportunities and threats to the organisation
- **Performance Management** - Ensures the appropriate performance of all direct reports over time
- **Planning and Organising** - Plans own and team's schedules and resources so that their work is completed by the required time.
- **Relationship Building** - Works with suppliers and staff outside their team to create relationships which achieve mutual goals and objectives
- **Results Orientation** - Continuously works towards the goal with high levels of effort to achieve it
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term
- **Team Work** - Relates with others in their team to achieve the work group's goals over time

Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace