



Position Description

Job Title	Service Delivery Lead	Job Type	Exempt- Level 35
Department	Managed Services	Report To	Manager, MSC

Positions Summary

The Service Delivery Lead (SDL) is the person responsible for the daily operations of the MSC and on-site support staff of a designated client account. The SDL performs a leadership role over their client support team(s). He/she is responsible for all tasks that directly impact the ability to achieve the target customer satisfaction goals and service delivery.

Responsibilities/Duties

1. Coordinate Personnel Activity
 - a. Perform scheduling of Service Desk Technicians, including approving vacation requests and obtaining coverage for open shifts and holidays. Including on-site personnel if applicable.
 - b. Perform hiring and termination process when needed with management approval.
 - c. Perform performance evaluation and disciplinary processes.
 - d. Coordinate new employee training schedule and assign final work schedule.
 - e. Monitor MSC technician and on-site analyst performance.
 - f. Facilitate additional training needed.
 - g. Provide back-up support for department manager in their absence.
 - h. Provide support during off-hours for personnel related issues.
2. Service Delivery
 - a. Respond to routine incoming customer/client written and telephone contacts.
 - b. Perform ticket handling tasks as required to ensure excellent service delivery
 - c. Quality Assurance
 - d. Monitor ACD to ensure proper coverage to meet client specific SLA metrics.
 - e. Make adjustments to MSC Technician ACD skill sets when needed and schedule training for the technician to support it.
 - f. Liaison to Project Managers to ensure proper staff assignment and work flow.
 - g. Work with other Service Delivery Leaders to identify support gaps and/or needs.
 - h. Provide backup client support during off-hours in emergency situations.
3. Communication
 - a. Compile and submit Monthly Report Card report to management
 - b. Initiate and coordinate team meetings as needed.
 - c. Communicate all on-going personnel status to MSC Manager.
 - d. Communicate all on-going service delivery issues to MSC Manager.
 - e. Assist department manager in formulating management reports by providing pertinent information.
 - f. Schedule, attend, conduct and document monthly client status meetings.
 - g. Compile and review client reports at monthly client status meetings.
4. Process Improvement
 - a. Work with other Service Delivery Leaders to develop and maintain on-going departmental processes and procedures.
 - b. Lead process improvement projects/teams.

Qualifications

Knowledgeable on the key service solutions provided by DSS. College degree or equivalent experience within Information Technology required. One to three years' customer service experience. Excellent oral and written communication skills with the ability to communicate to various levels within the company. Good organizational and analytical skills. Strong interpersonal and leadership skills. The ability to react appropriately and quickly to unanticipated situations. Aptitude and desire to work in team environment.



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Interaction

- Support DSS and DSS clients
- Collaborate with other DSS support personnel to resolve issues
- Collaborate with client(s) for training and process improvement purposes

Impact

The role of Service Delivery Leader is significant in helping to ensure DSS is providing consistent and effective service to clients. The focus of this role is to provide a first line leader for the day to day activities of the team. It addresses the areas of communication, service delivery, operations and employee requests/requirements.