

# Service Delivery Manager

Avanade is majority owned by Accenture, and was founded in 2000 by Accenture LLP and Microsoft Corporation - and - with over 29,000 people worldwide, we are at the forefront of helping major organizations in the private and public sectors to deliver mission critical solutions

At Avanade, business and technology consulting isn't just your career - it's your passion. It's more than just working with new innovations. It means using technology to solve business problems in ways that inspire change and make a real difference for our clients.

Together with your colleagues, you will be working on highly complex projects for some of Denmark's most well-known companies, all while developing your own career.

As a global organization, we recognize and embrace the diversity that comes from working with people all over the world. Allowing each individual to be the best at what they do makes us better at what we do.

Avanade is entering an exciting phase of activity in its continuing delivery of application management services to our new and established client base. We are looking for an experienced Service Delivery Manager (SDM) to ensure a professional and efficient management of all aspects of service delivery, and hereby improve outcomes for our clients.

The SDM will be responsible for co-coordinating the delivery of services into a key enterprise customer in the retail industry. The SDM will play a vital role in creating long-term customer relationships, acting as the bridge between the client and our operational delivery teams. The key responsibility of the SDM is governance across all areas of their services including service management, incident and change management, continual service improvement and customer satisfaction as well as playing a key role in ensuring the highest level of operational service delivery.

## Role of the Service Delivery Manager

The Service Delivery Manager will be fully accountable for all aspects of the delivery of the service. This will entail discharging the following list of responsibilities:

- Manage service delivery using an evidence informed approach to improve outcomes for clients
- Oversee the creation of the support capability in our Global Delivery Centre's and ensure that it is suitably staffed and trained to provide the service; including processes, procedures and tools.
- Ensure service related documentation is accurate and kept up-to-date at all times.
- Ensure quality of service meets contractual requirements, legal obligations and organisational policy and procedures.
- Oversee the initiation of the support service as new solutions are implemented.
- Engage in regular dialogue and reporting to senior members of client's management teams.
- In the course of the above task it will be important to build a sound relationship based on competence and trust.
- Provide leadership and guidance to the near-shore support team(s) in the course of overseeing the delivery of the service.
- Manage relationships with potential 3rd party (parties) providing hardware, software, and application support in delivery partnership for the service.
- In the event that any aspect of service falls below the high standard expected a service improvement plan will be needed to address the issue and restore confidence.
- Ensure that service is delivered in a pro-active manner and that preventative maintenance measures are undertaken in a timely manner.
- Identify risks and issues, ensuring appropriate documentation, reporting, proposed mitigation plans and communication.
- Provide a monthly service reports to Client and Avanade management.

*Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences delivered through the power of people and the Microsoft ecosystem. Our professionals combine technology, business and industry expertise to build and deploy solutions to realize results for our clients and their customers. Avanade has 29,000 digitally connected people across 23 countries, bringing clients the best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at [www.avanade.com](http://www.avanade.com)*

- Manage the cost of delivering the service to remain within budget and thus achieve expected levels of profitability.
- Support business development activities within the continued growth of Avanade's relationship with our clients.
- Coordinate and participate in monitoring, review and auditing processes related to service delivery

### Qualifications

Characteristics and experience required of the Service Delivery Manager

The Service Delivery Manager will be an experienced manager of the provision of support services. The selected individual is likely to have many of the following qualities:

- You have a formal education, Bachelor/Master's degree – preferably within an IT-related discipline
- Extensive experience of the management of support services gained through provision of service to a variety of clients - probably gained in a service company environment.
- Experience with retail industry is considered an advantage but not a must
- Experience and a proven track record of successfully managing a custom developed application.
- Significant experience in leading teams in a distributed setup.
- Proven capability in client management in the context of a demanding service level based contract with penalties associated with non-delivery to expectation.
- Proven contract management skills including management of 3rd parties and sub-contractors.
- A trained support practitioner with suitable qualifications such as ITIL certification.
- Demonstrable capability to motivate individuals and drive high performance teams.
- Experience in assisting business development initiatives from a consulting delivery perspective.
- Self-Driven and Setting high standards of performance for self and others, assumes responsibility and accountability for successfully completing assignments or tasks, and self-imposes standards of excellence rather than just having them imposed
- Effectively managing one's time and resources to ensure work is completed efficiently and effectively
- Using appropriate methods and interpersonal skills to help build a cohesive team whether as a leader or a member, facilitating the completion of team goals.
- Ability to operate within agreed budget and timeframes.
- Demonstrated proficiency in preparing client/service documentation.
- Fluency in spoken Danish and English

### Additional Details

The following additional information will be of interest to prospective candidates:

- The work will be located in Greater Copenhagen, Denmark.
- Periodic travel to Slovakia can be expected; this will apply at the start of the service and at least annually thereafter.
- The SDM will be reporting to the Avanade Denmark Director of Delivery

### Contact and application:

If you have any questions regarding the position please contact Brian Ranvits, CEO at European Search Company who carries out this recruitment. Brian Ranvits +45 2048 0548 bra@europeansearch.dk

Please apply directly to bra@europeansearch.dk Mrk.: "Avanade - Infrastructure"