



Service Delivery Manager

 Employment Type: **Permanent**

 Location: **Barcelona, Spain**

 Reference: **SDM 7003**

About us

We are the managed services division of NTT Ltd. with our headquarters based in Barcelona, Spain. NTT Ltd. is a global technology services company bringing together the expertise of leaders in the field, including NTT Communications, Dimension Data, and NTT Security. We partner with customers around the world to shape and achieve outcomes through intelligent technology solutions. For us, intelligent means data driven, connected, digital, and secure. As a global ICT provider, we employ more than 40,000 people in a diverse and dynamic workplace and deliver services in over 200 countries and regions.

At NTT Managed Services, we provide expert, remotely managed services to our customers as a realistic alternative to in house IT support teams. We have been helping medium and large enterprise's to proactively monitor and manage their IT estates for more than 18 years.

We believe in our people. They're not only diverse and inspiring, but also experts at what they do. It's a time to be obsessively curious, to reimagine, reinvent, reshape, and to make a real difference for our clients and society. You can contribute to our global capabilities and local insight to help our clients achieve their ambitions and ensure a more sustainable, better world that helps our communities thrive. The world needs fresh ideas, and the time is now for you to unleash your creativity and make a real impact.

It's never too late to learn new things. You will be encouraged to be curious, as that's what keeps you fast, flexible, and relevant. You need to own and to take charge of your career, to learn with and through others, to constantly be exposed to new challenges and experiences. No two days will be the same here, but that's what will keep you growing and realizing your full potential.

If you thrive in a culture that values personal development, trust and integrity; where you are empowered to innovate and keep customers satisfied to drive excellence, please get in touch.

More information on our managed services can be found [here](#)

Position Overview

The overall responsibility is to ensure that team capabilities and the operational process are adequate for the service provision and the operational service levels are achieved in agreement with the customer requirements.

For external use

Key Responsibilities

As a Service Delivery Manager, the key responsibilities include:

- To be owner of the service provided to the customer and its quality through the solution lifecycle.
- Act as team leader of the customer dedicated technical team.
- Detect and implement capability needs and process adjustments within the customer dedicated technical team.
- To be owner of the service provided to the customer and its quality through the solution lifecycle.
- Act as team leader of the customer dedicated technical team.
- Detect and implement capability needs and process adjustments within the customer dedicated technical team.
- Measure and report customer satisfaction and manage capabilities and resources to improve this satisfaction.
- Know and Understand the Customer Vital Business Functions and how NTT service assets underpin these functions.
- Make sure that customer business processes and end-to-end services are known and understood within the organisation during the solution lifecycle.
- NTT MS Services Expert.
- Interfacing with the customer at different organisation levels (from the management to the technical staff).
- Early detection of capacity and availability risks in conjunction with the technical team.

Experience, Skills and Qualifications:

Proven Experience of:

- ITIL based Service Management in a business to business service environment.
- Experience in Network management and support.
- Experience in Hosting and Managed Service Business.
- Experience in Managed Application Business.
- Experience in managing key accounts.
- Working in line with Best Practice in complex environments and within tight time constraints.
- Ability to present to all level of clients internally and externally.
- Ability to coordinate others and negotiate to achieve the desired results.
- Management of effective and timely problem resolution.
- Drive and energy to achieve desired results.
- Problem-solving, process-oriented and customer-minded.
- Understanding and managing customers' expectations.
- Ability to adapt and influence in a rapidly changing environment.
- Good customer relationship management.

For external use

- Excellent prioritisation and communication skills.
- Ability to develop and build relationships.
- Ability to communicate in a clear, concise, understandable manner and listen attentively to other in providing instructions.
- Strong interpersonal, communication, organisation and follow-through skills.
- Project Management knowledge will be appreciated.

Technical Skills:

- Five or more year's industry experience on IT environment in terms of support and administration.
- Desirable technology knowledge of:
 - ITSM tools (Service Now)
 - Monitoring (LogicMonitor, OP5, Nagios)
 - SAP Basis standard maintenance (ECC, BW, NetWeaver)
 - Cloud (AWS, Azure)
 - Database Administration (ORACLE, MS SQL, mysql)
 - Virtualization (VMWare, OVM)
 - OS Administration (Windows Server, RHEL, CentOS)
 - Backup Administration (Veeam, Commvault, Ansible)
 - Storage Administration (NetApp, EMC, HP 3PAR)
 - Networking (IPv4/v6, FWs, SWs, LBs, IPS, WAF)
 - Security (Qualys, Nessus, SIEM)

Education:

- ITIL Expert.
- Technical background
- Written and spoken English (fluent/native)
- Written and spoken French and Spanish would be a plus

Why you should consider joining us

As a part of your total compensation, NTT Managed Services provides a comprehensive, competitive benefit package. The benefit plans address both the immediate and long term needs that you may have. Here is a sample of what we have to offer for full-time permanent employees:

- Competitive rewards package.
- Global and challenging environment.
- Learning and growing opportunities.
- Open communication.
- Casual dress code.

For external use

Please note:

This job description indicates the general nature and level of work performed by employees within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees for this role. The incumbent of this position is also expected to undertake other duties which may not be listed on this job description as directed by their manager which can be deemed as reasonably within the scope of their role.

For external use

You can apply for this role by visiting our career website at: [ntt.careers](https://www.ntt.com/careers)

Successful candidates may be subject to security and background checks based on location and position. NTT Managed Services is an Equal Opportunities Employer.

