



<b>Job title</b>	Service Delivery Manager
<b>Reports to</b>	Service Delivery Manager, End user Services at Coreio

### **Company Overview**

Coreio Inc. is a leading Toronto-based IT services provider that delivers IT Infrastructure and Operations solutions for enterprise-scale companies across North America. We build on our 35-plus year history as a strategic partner, and apply our experience as in-house IT experts, to help our clients solve complex business and technology issues, so they can focus on what they do best.

Visit [www.coreio.com](http://www.coreio.com) for more information.

### **Job Purpose**

As an industry leader in providing excellent Customer Service, Coreio's primary focus is delivering seamless, consistent and measurable results to end users through our Client Services Team. We expect that all our people share in this vision and do their part in solidifying our philosophy. The Service Delivery Manager oversees a number of key functions within the IT department that enable the delivery of a high-quality service to end users, and to ensure Service Support and Service Delivery processes are in place to meet business needs. This position requires that you establish and manage expectations within the business and drive the IT team to achieve those expectations to a high standard.

The incumbent would be required to operate at the office in Gatineau, Quebec and be fluent in French and English.

### **Duties and Responsibilities**

- Maintain high performing service support functions including an IT Service Desk, Desktop Support and VIP Support
- Owner of the Incident, Request and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required
- Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed
- Be accountable for the quality of Service and performance; ensuring future demand from growth and projects is understood and factored into capacity plans for all associated systems
- Drive internal and third party service review meetings covering performance, service improvements, quality and processes



- Be an ambassador for IT, working across the business to provide effective communication on IT matters and build relationships with other teams to ensure effective dialogue between departments

#### **Essential Functions:**

- Reporting on Service Levels
- Manage the performance of services to clients both internal and external
- Consistently assess client feedback and make necessary improvements
- Mitigating and solving escalations with urgency and determination

#### **Qualifications**

- 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
- Exceptional client facing/client service skills
- Able to work under pressure and meet deadlines
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information
- Self-motivation and able to take responsibility
- Able to manage and prioritise tasks and time efficiently
- Able to demonstrate initiative and a proactive approach to daily tasks