Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

## Careers @ Datacentrix

**Job Title: Service Delivery Manager (SDM)**

**Location: Aggeneys, Northern Cape**

Our SDMs are professional technical services managers responsible for co-coordinating the delivery of services into key enterprise customers. The SDM plays a vital role in creating long-term healthy service provider - 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.

### Primary Role Accountabilities:

- Customer Service (being compassionate)
- Daily Onsite Operations (processes and procedures)
- Resource Management (induction, training and development, leave/sick leave, etc.)
- Incident, Change and Problem Management (incl. trend analysis and reporting)
- Escalation Management and Resolution
- Continuous Service Improvement (being proactive)
- 3rd Party Management
- Strategic Support and Growth of the Services delivered to the Customer
- Daily attendance of Services and Management Meetings
- Monthly Service Review and Customer Survey Index CSI (reporting and presentation)
- Removing all obstacles to customer satisfaction and / or financial performance
- Communicating across organisational boundaries – from engineers through to senior managers
- Relationship building between the Customer and Datacentrix (Customer Centricity and New Opportunities for Improvements)
- Passion for the IT Managed Services Industry

### Critical Requirements - Skills, Experience & Qualifications:

- Service Delivery Management experience (3+ years)
- Service Delivery Team Lead experience (5+ years)
- Service Desk Management experience a distinct advantage (3+ years)
- Managed Services working history (5+ years with strong technology support background)
- ITIL v3 Foundation Certified
- Related IT Qualification (certification or diploma)

- Strong technology competency in Datacentre Hardware, Datacentre Software, End User Computing, Networking and Security and to enable conceptual understanding of solutions supported and to assist team in delivering effective support services
- Matric/Senior Certificate with an IT-related tertiary qualification
- Operates Effectively in a Service driven culture
- People Management and Leadership Skills - Achieves delivery through people
- Ability to Build and Maintain effective Customer Relationships
- Strong Communication Skills, both verbal and written, and the ability to feedback technical information to all levels
- Works well under pressure
- Strong ability to prioritise
- Customer Centric
- Own transport and driver's licence
- Matric / Grade 12 essential
- Cleared KROLL (ID verification, certificate, credit and criminal) record checks

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