

## **Job Vacancy**

**Job Title:** Data Centre Service Delivery Manager

**Department:** Technical Operations

**Location:** Johannesburg / Cape Town

The role of a Data Centre Service Delivery Manager is critical in ensuring the efficient and effective delivery of services within a Data Centre environment.

This position involves overseeing the day-to-day operations, managing service delivery teams and maintaining a high level of client satisfaction. Here's a comprehensive job description for a Data Centre Service Delivery Manager:

### **Job Objective:**

The Data Centre Service Delivery Manager is responsible for managing and optimising the delivery of services within a Data Centre. This includes overseeing service level agreements (SLAs), coordinating with internal and external teams, ensuring a seamless client experience. The role involves leadership, strategic planning and continuous improvement to meet the evolving needs of the business.

### **Key Duties & Responsibilities:**

- Develop and implement service delivery strategies to meet business objectives.
  - Monitor and manage service levels, ensuring compliance with SLAs and KPIs.
  - Conduct regular service reviews with internal teams, external teams and clients to address issues and identify areas for improvement.
  - Lead and mentor a team of service delivery professionals.
  - Foster a positive and collaborative work environment.
  - Provide coaching and training to enhance team skills and performance.
  - Build and maintain strong relationships with clients and stakeholders.
  - Act as the primary point of contact for customer escalations and issue resolution.
  - Work closely with clients to understand their needs and ensure satisfaction with services.
  - Implement and enhance operational processes to optimise service delivery.
  - Identify and implement efficiency improvements and cost-saving initiatives.
  - Ensure compliance with industry standards and best practices.
  - Conduct regular performance assessments and implement improvement plans.
  - Stay informed about industry trends, emerging technologies and best practices.
  - Drive a culture of continuous improvement within the service delivery team.
  - Identify potential risks to service delivery and implement mitigation strategies.
  - Develop and maintain a robust business continuity and disaster recovery plan.
  - Ensure compliance with security and regulatory requirements.
  - Communicate effectively with internal teams, external teams, clients and stakeholders.
  - Provide regular updates on service performance and improvements.
  - Collaborate with cross-functional teams to achieve common goals.
  - Prepare regular reports on service delivery performance, including key metrics and trends.
  - Analyse data to identify areas for improvement and make data-driven decisions.
  - Prepare client reports for the Billing team.
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### **Qualifications and Experience:**

- Bachelor's Degree or equivalent through other qualifications/work experience.
- PMP / PRINCE2 certification or equivalent (desirable).
- Prefers a minimum of 5 years experience in service delivery management within a Data Centre / Telecommunications environment, with essentially at least 3 years in a project management role or equivalent.
- Strong leadership and team management skills.
- Excellent communication and soft skills, including the ability to listen to summarise and concisely gather, analyse and share key information with stakeholders.
- In-depth knowledge of Data Centre operations and technologies (Preferred).
- Familiarity with ITIL or other service management frameworks.
- Project management skills and the ability to manage multiple tasks simultaneously in a fast-paced environment.
- Excellence in Customer Service.
- Must use BSS/OSS tools, experience with MS Projects and other related Office 365 Packages.

### **Attributes:**

- Team leader and manager of virtual teams, motivator, persistent, stress management.
- Client focused, relationship builder.
- Integrity, honest with high ethical standards.
- Boundless, passionate and flexible.
- Personal excellence, accuracy and attention to detail.
- Collaborative, achieve results through teamwork and partnerships.
- Strong analytical skills and ability to collate and interpret data from various sources.
- Good English language communicator with a natural aptitude for dealing with people.
- Excellent creative thinking and problem-solving skills.
- Commercially aware, numerate & articulate.

### **How to Apply**

Qualified candidates are encouraged to apply by submitting their updated CV including three referees. The deadline for application is 17<sup>th</sup> May 2024. Applications should be sent to [hr@openaccessdc.net](mailto:hr@openaccessdc.net) indicating the job position in the subject line.

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