



JOB DESCRIPTION

JOB TITLE	SERVICE DELIVERY MANAGER
ORGANISATIONAL FUNCTION	COS
REPORTING TO	HEAD OF DELIVERY MANAGER
WORKPLACE	FIRENZE

OVERVIEW
<p>At WIIT, we are focused on making a difference for our customers. We are a leading Hosted Private and Hybrid Cloud service provider for companies with critical environments management and business continuity needs. Everything we do aims at creating value and this can be accomplished only by putting our people at the centre and valuing their work and skills. Reliability, ethics and innovation are our ingredients for success.</p> <p>Join us to make a difference!</p>

MISSION
<p>The candidate will be responsible for the daily and constant monitoring of the status of the services provided. He/she will interface directly with the Customer's Technical Contact (IT Manger/Contract Manager) and will have a constant view of the service provided.</p>

RESPONSIBILITIES AND ACTIVITIES
<ul style="list-style-type: none">• Monitor the Service and the Service Levels;• Ensuring the correct level of escalation to the customer in order to meet the defined quality parameters;• Monitor and support the activities of the operational structures involved in the delivery of the services;• Suggesting the customer improvements to the service;• Detect quality and functional issues raised by the customer and work towards their resolution;• Ensure continuous correspondence between the defined quality parameters of the service ;• Keeping the Technical Manager of the supply constantly updated on the progress of the Service

EXPERIENCE
<p>At least 5 years in service management roles in complex environments</p>

QUALIFICATION
<p>Diploma or degree in technical/scientific subjects or experience in providing continuous services in IT and project management</p>

SKILLS AND KNOWLEDGE
<ul style="list-style-type: none">• Customer relationship skills• Planning skills

WIIT SpA - Sede Legale Amministrativa e Direzione Generale:

Via dei Mercanti, 12 - 20121 Milano - Tel. +39 02 366 075 00 - Fax: +39 02 366 075 05 - Capitale sociale € 2.802.066 i.v. - CF / PIVA 01615150214 - REA Milano n.1654427

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Sede operativa di Milano:

Via Muzio Attendolo detto Sforza n. 7
20141 Milano

Sede operativa di Roma:

Via Ercolano Salvi 12/18
00143 Roma

Sede operativa di Castelfranco Veneto:

Piazza della Serenissima 20
31033 Castelfranco Veneto (TV)

Sede operativa di Cuneo:

Via della Magnina 1
12020 Cuneo

Sede operativa di Carpi:

Via delle Mondine 6/8
41012 Carpi (MO)



THE PREMIUM CLOUD

- Problem solving skills
- Ability to manage customer expectation
- Priority management skills
- Technical knowledge in the field of client/server management
- Excellent knowledge of the English language (B2)

Optional Certifications: PRINCE, PMP, ITIL Foundation V3 or V4

APTITUDES

- Predisposition to problem solving
- Strong results orientation
- Excellent communication and interpersonal skills
- Reliability and sense of responsibility towards objective

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