

**Position:** Service Delivery Manager

**Reports To:** CEO

**FLSA Status:** Full Time, with Benefits based on a base plus team performance commission and profit sharing

**Supervises:** Schedules and activities of a 3 person delivery team plus work effort of two company principals

**Summary:** The Jacadis Service Delivery Manager manages the services team's productivity and quality delivery as well as perform and support the core components of Jacadis' security services and product offerings.

A Jacadis Security Analyst's job duties will be to perform various types of security assessments, security product integration projects, support the sales efforts, and assist in product and service design.

**Essential Functions:** 1. Services Team Management

- Manages vendor product support to clients as required in the vendor partner agreement.
- Manages and measures service delivery staff performance and discipline processes per company policies
- Delegates work and assignments appropriately to services delivery team
- Manages the scheduling process as orders are assigned to services through the order entry process
- Works with service design manager (CTO) and sales manager to develop SLA's for services. Ensures that they are met.
- Recommend and implement tools and processes to support the business goals of the team.
- Identifies ways that the business can increase efficiency through process improvement or technology implementation.
- Works with the service design manager to define processes and procedures for implementing new services and is responsible for documenting services definitions.
- Monitors and reports on metrics for service delivery and SLAs.
- Ensures resource usage is tracked and managed.
- May require the performance of other essential functions depending upon work location or assignment.

2. Project Management

- Manages human and technology resources assigned to projects as well as time and materials services.
- Manages multiple implementation, engineering and consulting projects from inception to completion
- Ensures successful completion of projects on scope, budget and schedule while ensuring client satisfaction, job profitability, resource utilization and business growth.

3. Project Service and Delivery

- Works in the field as a billable resource within an appropriate Jacadis practice area with a utilization goal of 75% (including billable project management time).

- Required Knowledge:**
1. Proficient in project management techniques and theory
  2. Proficient in service management, issue resolution tools and in reporting metrics
  3. Working, functional knowledge in an area of IT covered within Jacadis' scope of services including desktop systems, networking or web applications

- Required Skills:**
1. Exceptional communication and people management skills are a must  
Demonstrated ability to communicate effectively at a variety of levels and to communicate intricate technical and procedural matters to both technical and non-technical personnel
  2. Technical writing - ability to effectively compose technical reports based on assessment findings
  3. Presentation skills – ability to design and present presentations to technical audiences

- Required Abilities:**
1. Read and understand information and ideas presented verbally and in writing.
  2. Learn quickly and retain knowledge that can be assimilated in future situations.
  3. Accurately remember information such as words, numbers, pictures, and procedures.
  4. Stay up to date with technology.
  5. Work in a fast-paced environment as well as manage changing priorities and stressful situations.
  6. Verbally communicate information either one-on-one or in a group to convey information effectively and pleasantly.
  7. Self-start and work independently without direct supervision.
  8. Work cooperatively with peers, superiors, and customers.
  9. Present neat and clean appearance to customers at all levels.
  10. Excellent customer service.
  11. Drive a vehicle following safe practices and all laws.
  12. Recognize when something is wrong or likely to go wrong and make judgment of how to make it right.
  13. Extremely attentive to details
  14. Perform the mental requirements of the job: analyzing, interpreting, coordinating, independent judgment, persuading/selling on occasion.
  15. Satisfactorily pass pre-employment and random drug testing, criminal background check, credit check, and DMV check.

- Education, Training and Experience:**
1. Bachelor's degree
  2. 5+ years progressive information technology experience
  3. 3+ years project management or administration experience in a professional services or

corporate IT environment

4. Project management certificate and PMP candidate preferred

**Job Setting:** The duties of this position will be performed at the Jacadis office in Hilliard and customer locations throughout metro Columbus and will require driving to a customer location. The candidate will be expected to work alone, around others, under minimal supervision, and under deadlines.

For more information contact:

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