



[https://www.vc3.com/?post\\_type=jobs&p=5158](https://www.vc3.com/?post_type=jobs&p=5158)

## IT Service Delivery Manager

We are currently seeking an **IT Service Delivery Manager** to lead the activities and responsibilities of one of our service delivery teams located in South Carolina. The IT Service Delivery Manager will oversee and provide technical assistance to the service team, ensuring service and support is provided to clients at, or above, agreed levels/SLAs. The Service Delivery Team is made up of 6+ awesome engineers that provide support for technical issues and small projects across a wide scope of clients. The clients vary between an extensive array of technical environments and within our secure hosted cloud environment.

The ideal candidate for this role will possess VC3's core values and inspire this team to do the same! This position will report out of the Columbia, SC office and may work remotely in any part of the state of South Carolina.

### **This position requires a passion for:**

- Leading and mentoring a high-performance team
- Outstanding customer service
- Ongoing process improvement

### **Here's what you will be responsible for:**

- Ensuring client satisfaction of all support requests
- Interfacing with appropriate personnel for client escalations
- Managing team performance based on key performance indicators
- Manage team capacity to ensure service responsiveness, engineer availability, and target cost levels
- Collaborate with other teams to optimize processes and handle client requests
- Setting service delivery process standards; including making improvements and overseeing execution
- Developing and mentoring engineers, including quarterly one-on-ones
- Fostering a positive and collaborative environment among teams, including team outings

### **Here's the experience we would like for you to have:**

- Degree in a computer-related field, or a business degree and experience working with a technical services organization.
- Experience in cross-functional management methods and techniques
- Knowledge of IT applications, processes, software, and equipment
- Strategic planning skills with an ability to think ahead and plan over a 6-12-month time span
- Skills in leading people and getting results with a strong client focus
- Ability to multi-task and adapt to changes quickly
- Ability to work in a team and communicate effectively
- Understanding of support tools, techniques, and how technology is used to

VC3, Inc.

### **Job Location**

1301 Gervais Street, suite 1800,  
29201, Columbia, SC

### **Date posted**

November 22, 2021

provide IT services

**It would also be great if you had experience with any of these...but if not, we will teach you:**

- Managed service provider (MSP) environment
- Familiarity with municipal IT environments; 80% of our client-base is municipal

**And, here is some additional info you will want to know:**

- Travel Requirements: limited, some possible day travel
- Applicant selected will be subject to a criminal, credit, and department of motor vehicles background checks and must meet Criminal Justice Information Systems (CJIS) requirements post-employment
- VC3 offers a great benefits package, including 401k matching