

# Service Delivery Manager

T-Systems Singapore

<b>Job ID:</b>	103178
<b>Country:</b>	Singapore
<b>Location:</b>	Singapore
<b>Region:</b>	Singapore
<b>Employment Type:</b>	Full Time - Regular
<b>Job Level:</b>	Professional
<b>Travel Percentage:</b>	0-25%

## Job Description

- . Planning and control of existing revenue and of service delivery in time / quality / costs
- . Contract implementation in commercial systems as well as initial and formal ordering
- . Ordering of internal / external deliveries including order processing and project contracting of multidisciplinary project teams (e.g. transition and implementation projects)
- . In collaboration with SL's agreement on efficiency measures
- . Lead-incident, lead-problem and escalations management
- . Change management assurance
- . Quality monitoring at the contract level
- . Ensuring agreed terms of delivery and services
  
- . Regular communications with customers for delivery and services within the contractual framework
- . Contact person for the customer for commercial matters within the contractual framework in coordination with sales
- . Handling of customer complaints and escalations within the framework of the complaint management process
- . Conduct customer, service reviews (eg SLA, penalties) and track derived measures and activities
- . Regular communications with Delivery and Sales for performance and quality
- . Providing the agreed invoicing data
- . Customer reporting / SLA monitoring according to customer requirements, management reporting (technical and SLA)
  
- . Involvement in the sales process
- . Approvals regarding delivery model (feasibility, time, quality, budget)
  
- . Responsibility for revenue, GP and complete invoicing, clarification of open items
- . Responsibility for budgeting and forecasting revenue, GP of contracts (existing business) in coordination with Sales
- . Planning, forecasting, optimization and control of all production costs
- . Ensuring capacity management to secure the required Service line tasks
- . Responsibility for contract management and controlling (internal and external)
- . Recommendations for portfolio consolidation and standardization.

## Job requirements

- . Bachelor Degree in Information Systems, Computer Science, Commerce or similar

- Minimum 5-7 years of relevant experience as a customer facing Service Delivery Manager.
- Experience in handling contractual matters
- Candidate with experience in SAP, Cloud and Infrastructure is Mandatory
- Excellent written and verbal communication skills; good team player; highly motivated self starter.
- Must be able to work proactively and under pressure.

## **T-Systems Singapore**

<br> T-Systems are Deutsche Telekom's corporate customer arm. Using a global infrastructure of data centres and networks, T-Systems operate information and communication technology (ICT) systems for multinational corporations and public sector institutions. With offices in over 20 countries and global delivery capabilities, T-Systems serves companies in all industries – from the automotive industry to telecommunications, the financial sector, retail, services, media, energy and the manufacturing industry all the way to government agencies and the healthcare sector. Approximately 47,600 employees worldwide use their industry expertise and ICT know-how to provide top-quality service. T-Systems generated revenue of around EUR 9.1 billion in the 2010 financial year.

## **Contact**

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Clayton Don Corda  
clayton.corda@t-systems.com