**Job Title:** Service Delivery Manager

**BCAT Code:** 09OX77

**Pay Grade:** G22

**FLSA Status:** Exempt

**Effective Date:** June 1, 2011

**Revision Date:** July 1, 2013

**General Description**
Manages the technology purchase, ownership, capacity, and performance of IS&T owned computer server hardware or software, operating systems, and storage solutions in the Georgia State University (GSU) primary data center and secondary sites.

**Examples of Duties**
- Manages a service delivery team responsible for the overall service quality of the environment technology, rental and duplication service; manages the operation and administration of all data center hosting environments.
- Oversees the enterprise data, voice and video network based services for GSU.
- Facilitates discussions to help the business anticipate future needs and opportunities.
- Defines Service Level Agreements (SLA) related to contracted services.
- Prepares estimates and quotes; coordinates sub-contractors; manages business unit costs.
- Ensures that systems, processes, and methodologies are specified and followed to ensure the effective monitoring, control, and support of service delivery.
- Provides leadership for the capacity management of centrally managed computer servers and storage devices, and for the implementation of approved changes validated through the organization change management process.
- Researches and assesses actively evolving network based services for suitability and applicability to the GSU customer base.
- Collects new user requirements; plans and implements application changes.
- Directs the second level diagnosis and repair and return to service of all hosting environment components.
- Mentors and develops staff.
- Performs other duties as required.

**Knowledge, Skills and Abilities**
- Excellent organization and time management skills.
- Business research, writing, and analytical skills.
- Excellent customer service and employee management skills.
- Ability to pay close attention to details and analyze for accuracy.
- Ability to assess client needs.

**Minimum GSU Hiring Standards**
Bachelor’s degree and five years of related experience. Experience in the service delivery of Internet Protocol (IP) telephone systems, such as provisioning of service and constructing feeds for billing and data systems, preferred.

*The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.*

**Office of Human Resources**

**Classification Section**