



PR/158126 | Service Delivery Manager

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1505388

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

November 19th, 2024 11:36

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Service Delivery Manager

Our client is a world-class leader in providing innovative solutions and services in data center construction and engineering. Their mission is to deliver high-performance, scalable, and secure infrastructure for businesses across the globe.

- Part of a global network with over 100 offices worldwide.
- A trusted partner in delivering data center solutions across key markets.

JOB RESPONSIBILITIES:

- **Client Relationship Management:** Serve as the main point of contact for overseeing the client services relationship.
- **Service Improvement & Reporting:** Create, track, and share Service Delivery Reports, manage meetings, and handle escalations.
- **Service Activation & Compliance:** Carry out client-facing service activation tasks and ensure compliance with SLAs.
- **Incident & Change Management:** Oversee major incidents, suggest process modifications, and manage changes.
- **Customer Satisfaction:** Track customer satisfaction and devise strategies for service enhancement.

JOB REQUIREMENTS:

- At least **one year of experience** in a medium- to large-sized **ICT firm**, preferably in customer care or service delivery.
- A **degree in engineering** (Bachelor's, Master's, Professional, Vocational, or similar).
- Capacity to build trusting bonds with both external clients and internal stakeholders.
- Excellent ability to oversee the coordinated provision of services.
- Proficient in both written and spoken communication.

Click Apply Now to apply for this role or forward your updated CV to aaron.weller@jac-recruitment.com

Thank you!

#LI-JACMY

#countrymalaysia

Company Description