



<b>Job Title:</b>	Service Delivery Manager
<b>Location:</b>	Jacksonville, FL
<b>Employment Status:</b>	Full time
<b>Reports To:</b>	This position will report to the Manager, Global IT Infrastructure & Service Delivery
<b>Travel (%):</b>	< 20%
<b><u>Major Roles &amp; Responsibilities</u></b>	<p>Kraton Corporation is looking to hire a key member of our service delivery team. This position will manage the contracted IT service agreements, associated SLA's and any disruption with these services. Develop KPI's for dashboard reporting to leadership and end users. Take ownership of Incident and Problem (RCA) Management processes and meet Infrastructure &amp; Service Delivery compliance requirements. Act as single point of contact for all outsourced services.</p> <p><b><u>Major Roles &amp; Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Establish and refine IT service delivery processes</li> <li>• Manage the performance of services to clients internal and external as agreed in contracts; Ensuring SLA's are achieved.</li> <li>• Manage and contribute to the delivery of all IT components of group services in order to meet business objectives.</li> <li>• Manage outsourced services system upgrades and analyze impact on organization</li> <li>• Communicate on and resolve service disruptions by interacting with vendors and service groups.</li> <li>• Identify KPI's and key services; Create mechanism for reporting to Senior Management on monthly basis.</li> <li>• Customer Satisfaction: Assess customer feedback and make necessary improvements.</li> <li>• Complete project goals to mature service delivery processes in full and on time.</li> </ul> <p><i>The statements above are intended to describe the general nature and level of work performed by employees assigned to this classification. Statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.</i></p> <p><i>Kraton's internal talent acquisition team manages our recruiting efforts and from time to time works with pre-selected/pre-approved external staffing agencies. We do NOT accept unsolicited resumes or candidate referrals from recruiters and/or agencies who are not pre-selected/pre-approved.</i></p>
<b><u>Skills and Experience</u></b>	<ul style="list-style-type: none"> <li>• BS, Business Administration or Computer Science or equivalent experience</li> <li>• 5+ years IT Service Management (ITSM) experience required</li> <li>• Experience with Service Delivery for cloud and/or outsourced services</li> <li>• Must possess excellent organization, prioritization and communication skills</li> <li>• Minimum 5 years' experience with industry standard applications for E-Mail, Office productivity and (dashboard) reporting applications</li> <li>• Strong understanding of cloud services e.g. Microsoft Azure, SuccessFactors</li> <li>• Basic understanding of IT infrastructure components (Active Directory, Messaging, Networking, Security, Cloud)</li> <li>• Basic understanding of hardware, software, security and networking technologies (LAN/WAN, VPN, Routing)</li> <li>• Strong understanding of SAP Administration for hosted environments is preferred</li> <li>• Strong problem resolution skills with drive and focus on accuracy and completion</li> </ul>
<b><u>How to Apply</u></b>	Submit your resume to <a href="mailto:jobs@kraton.com">jobs@kraton.com</a>

COMPANY DESCRIPTION: USE FOR LinkedIn and other external job posting boards.

Kraton Corporation (NYSE: KRA) is a leading global producer of styrenic block copolymers, engineered polymers and chemicals derived from pine wood pulping co-products that are used to enhance the performance of end-use products that touch our daily lives. Through its Polymer segment, Kraton offers value-enhancing products that are



used in a wide variety of applications including consumer and personal care items, adhesives and coatings, electronics, medical supplies, automotive components, polymer modification, compounding solutions, and paving and roofing materials. Through its Chemical segment, Kraton offers specialty chemicals that serve key adhesive, tire and road & construction end-use markets, as well as a broad range of end use applications served through its Chemical Intermediates business. Kraton offers its products to a diverse group of customers in over 70 countries worldwide.