

Job Posting

Job Title:	Service Delivery Manager - IT
Location:	Jacksonville, FL - US
Employment Status:	Full-time
Reports To:	This position will report to the Manager, Global IT Infrastructure & Service Delivery.
Travel (%):	< 20%
<u>Major Roles & Responsibilities</u>	<p>Kraton Corporation is looking to hire a new member of our Service Delivery team. The Service Delivery Manager – IT will manage contracted IT service agreements, associated service level agreements and any disruption with these services. The Service Delivery Manager – IT will develop key performance indicators for dashboard reporting to leadership and end users. The Service Delivery Manager – IT will also assume ownership of incident and problem management processes and meet infrastructure and service delivery compliance requirements.</p> <p><u>Major Roles & Responsibilities:</u></p> <ul style="list-style-type: none"> • Establish and refine IT service delivery processes • Manage the performance of services to internal and external clients as agreed in contracts • Ensure service level agreements are achieved • Manage and contribute to the delivery of all IT components of group services in order to meet business objectives • Manage outsourced services system upgrades and analyze impact on organization • Communicate on and resolve service disruptions by interacting with vendors and service groups • Identify key performance indicators and services, and create mechanism for reporting to senior management on a monthly basis • Assess customer feedback and make necessary improvements • Complete project goals to mature service delivery processes <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>
<u>Skills and Experience</u>	<p><i>Required</i></p> <ul style="list-style-type: none"> • Bachelor's degree in Business Administration or Computer Science from an accredited college or university, or equivalent years of work experience • Minimum five (5) years' IT Service Management (ITSM) experience • Experience with service delivery for cloud and/or outsourced services • Excellent organization, prioritization and communication skills • Minimum five (5) years' experience with industry standard applications for e-mail, office productivity and (dashboard) reporting applications • Strong understanding of cloud services e.g. Microsoft Azure, SuccessFactors • Basic understanding of IT infrastructure components (active directory, messaging, networking, security, cloud) • Basic understanding of hardware, software, security and networking technologies (LAN/WAN, VPN, routing) • Strong problem resolution skills with drive and focus on accuracy and completion <p><i>Preferred</i></p> <ul style="list-style-type: none"> • Strong understanding of SAP Administration for hosted environments
<u>How to Apply</u>	Submit your resume to jobs@kraton.com