



*Are you passionate about solving technical problems and providing excellent customer service? If so, you might be the perfect candidate for our Service Delivery Manager (SDM).*

Established in 1987, Longhurst Consulting occupies a unique space in the IT world as one of the longest running IT companies in Canada. We have built up longstanding trusted customer relationships based on our strong commitment to superior customer service. Longhurst Consulting delivers World-Class IT Professional and Managed Services focusing on providing guidance and expertise to our valued customers to solve their IT challenges. We are the trusted source for everything IT related in Canada. We are committed to building a diverse and inclusive workforce that represents the many communities that we proudly serve throughout this beautiful country of ours.

### **Service Delivery Manager (SDM)**

One of the key responsibilities of a service delivery manager is to make sure service delivery and service support processes are on track for the consistent delivery of a high level of client service in an effective and cost-efficient manner. The Longhurst SDM's skills and job description include:

#### **Service Management**

- Monitoring and managing helpdesk support, IT services team, and PMO support functions to ensure optimal service.
- Maintaining high performance levels for service-related processes and implementing improvement activities wherever necessary.
- Taking ownership of critical incidents, coordinating with resolution parties, and establishing effective communication between stakeholders for post-incident reviews.
- Ensuring systems, procedures, and methodologies are in place to support outstanding service delivery.
- Developing a deep understanding of projects to gain insights into the scope of service delivery.
- Taking accountability for service delivery performance, meeting customer expectations, and driving future demand.
- Analyzing third-party as well as internal processes and creating strategies for service delivery optimization.

#### **Performance and Quality Management**

- Recommending methods of improvement and seeing that actions are implemented on time for service delivery upgrades.
- Providing accurate and regular reports to the management on performance of the service delivery.
- Leading personnel management, including staff recruitment, performance assessment, training, and mentoring.
- Building strong relationships with teams and stakeholders to enable effective dialogue exchange between departments.

#### **Technical Perception**

- Supervising helpdesk management teams to facilitate continual improvements in the environment.
- Collaborating with technical design teams to set standards for software, hardware, and security.
- Making sure that anti-virus updates and patches are applied effectively and promptly and all RMM agents are functioning properly.
- Enabling high-level performance benchmarks for access devices, such as PCs, laptops, and mobiles.

**Skills Requirement:**

1. **Service Management:** Deep understanding of service management principles, frameworks (such as ITIL), and best practices to ensure the efficient and effective delivery of services. This includes incident management, problem management, change management, and service level management.
2. **Client Relationship Management:** Strong interpersonal and communication skills to build and maintain relationships with clients. The candidate should be able to understand client requirements, manage expectations, and ensure client satisfaction throughout the service delivery process.
3. **Leadership:** Possess leadership qualities to guide and motivate their team members. This includes the ability to delegate tasks, provide clear directions, and inspire collaboration and teamwork.
4. **Project Management:** Oversee multiple projects or initiatives. The candidate needs strong project management skills to plan, organize, and coordinate resources, timelines, and deliverables.
5. **Problem-Solving:** Adept at analyzing complex situations, identifying problems, and proposing effective solutions. The candidate should have the ability to think critically and make decisions quickly to address service-related challenges.
6. **Financial Management:** Basic knowledge of budgeting, cost management, and financial planning to ensure that service delivery stays within budget and aligns with financial goals.
7. **Continuous Improvement:** Have a mindset of continuous improvement. The candidate should proactively identify areas for improvement, implement process enhancements, and drive efficiency in service delivery.
8. **Technical Knowledge:** Have a good understanding of IT systems, infrastructure, and emerging technologies can be valuable in understanding the service delivery landscape and effectively communicate with technical teams.

**SECURITY CLEARANCE:**

As a condition of employment and due to the secure nature of our client's data, the required Police Security Clearance applicable to the position must be acquired and maintained.

This is a process carried out by our law enforcement partner agencies.

To qualify for this process, a candidate may be either a Canadian Permanent Resident or Canadian Citizen. We regret any candidates under Student, Visitor, or Work Visas are not eligible for consideration.

**WHAT WE OFFER**

- Meaningful work - work with a sense of purpose.
- Competitive salary - with the opportunity for increases.
- Generous vacation plan.
- Excellent extended health and dental benefits.
- Fun and growing environment
- Much, MUCH more!

This position is based in Red Deer and is eligible for hybrid working. Please send detailed resume and cover letter to [steve@longhurstconsulting.com](mailto:steve@longhurstconsulting.com).

We thank all that apply, but only those chosen for an interview will be contacted.