

Service Delivery Manager

- **Opportunity to work in the Aviation Industry**
- **Permanent role with security**
- **Attractive salary and conditions**

This global market leader is looking for an experienced IT professional who will have previous experience in managing outsourced clients.

In this challenging role, and as part of a dedicated team, you will be responsible for ensuring we meet our service level targets and our client's expectations. Our clients include many major international airports and they rely on us to manage their systems to ensure all data is complete and validated to enable them to meet their regulatory compliance requirements. We not only ensure their systems operate effectively, we also manage their data as well.

The key responsibilities include, but are not limited to:

- Directly responsible to the customer for ensuring the service provided meets their expectations. The SDM role is the first person the customer will call if anything needs to be escalated.
- Ensuring the services provided meet the contractual obligations
- The SDM will be a knowledgeable user of the application software and will be able to pass this knowledge on to end users.
- Understanding the customer needs and seeing opportunities for Lochard are essential to ensuring long term relationships.

To be successful in this position you **MUST**:

- be a team player;
- have strong attention to detail;
- have strong people management skills;
- have previous experience in implementing quality processes; and
- have at least 5 years experience in IT

IDEALLY you will possess:

- an understanding of the airport or aviation industry;
- ITIL or similar Certification
- technically-based tertiary qualifications in engineering or other related technical area, and/or relevant industry experience;

**Contact: Geoffrey Schmidt Associates (GSA) on 0418-210526
or gnschmidt@netspace.net.au**

Your interest will be treated in the strictest of confidence.