

## Service Delivery Manager with EUC Background

[Apply Now](#)

Company: Pyramid Global Technologies

Location: Australia

Category: other-general

### About the job Service Delivery Manager with EUC Background

#### Must Have Experience

- Computer Graduate with minimum of 8 to 10 plus years of experience in EUC and desktop support
- High quality organizational, High quality communication and customer management skills.
- Ability to effectively multi-task and priorities.
- High energy levels, commitment, and drive.
- Ability to deal with internal and customer escalations, service issues and complaints.
- Ability to drive performance in individuals and teams.

#### Responsibilities

EUC SME reporting to the ICS Lead responsible for delivering end user services and support devices used by end users for the client

Act as a backup resource for Windows Lead providing support for Windows / VMWare / Active Directory

Remote desktop support using Microsoft tools for providing desktop support

SOE image build, modify and rollout as required

Security patching for Desktops/Laptops using Microsoft tools

Ensure all desktops and Laptops are protected with Antivirus

Application packaging using SCCM or equivalent tools and rollout of packages

- Provide desktop support services to users from corporate offices and offshore based

TechM team

- The role is full time and placed at Customer location, work closely with internal and external key

stakeholders including Data center support teams, BPO support team and Application support

teams

- Excellent verbal and written communication skills – mandatory – Interaction is required at senior

business level and internal delivery teams.

- Excellent confidence level and good attitude – mandatory - Interaction is required at senior business level and internally delivery teams.

- Should be customer facing and have a friendly personality.

- KRA - Zero Escalation, Zero Surprise and Negotiator with the Customer

- Preferred ITIL and Six Sigma background

- Proactive management of the team members and ticketing queues to ensure SLA achievement for Incidents, Requests and Problems.

- Manage internal team escalations to ensure there are no blockers to delivering great customer service.

- Delivering successful Continual Service Improvement program driven through proactive service ideas.

- Work closely with the Service Delivery Manager in all aspects of the managed services delivered for the client

[Apply Now](#)

### **Cross References and Citations:**

**1. Service Delivery Manager with EUC Background Radiologistjobs Jobs Australia Radiologistjobs** ↗

**2. Service Delivery Manager with EUC Background TeachingeducationJobs Australia Teachingeducation** ↗

**3. Service Delivery Manager with EUC Background Tunisiajobs Jobs Australia Tunisiajobs**

4. Service Delivery Manager with EUC Background Shanghaijobs Jobs Australia Shanghaijobs ↗
5. Service Delivery Manager with EUC Background Schooljobsnearme Jobs Australia Schooljobsnearme ↗
6. Service Delivery Manager with EUC Background StudentjobsnearmeJobs Australia Studentjobsnearme ↗
7. Service Delivery Manager with EUC Background HairjobsJobs Australia Hairjobs ↗
8. Service Delivery Manager with EUC Background Journalistjobs Jobs Australia Journalistjobs ↗
9. Service Delivery Manager with EUC Background Mumbaijobs Jobs Australia Mumbaijobs ↗
10. Service Delivery Manager with EUC BackgroundExpertiniworldtech Jobs Australia Expertiniworldtech ↗
11. Service Delivery Manager with EUC BackgroundRomejobs Jobs Australia Romejobs ↗
12. Service Delivery Manager with EUC BackgroundJobsmyanmar Jobs Australia Jobsmyanmar ↗
13. Service Delivery Manager with EUC BackgroundIsraeljobs Jobs Australia Israeljobs ↗
14. Service Delivery Manager with EUC BackgroundSupplychainjobsJobs Australia Supplychainjobs ↗
15. Service Delivery Manager with EUC BackgroundSoftwarejobsJobs Australia Softwarejobs ↗
16. Service Delivery Manager with EUC BackgroundCaregiverjobs Jobs Australia Caregiverjobs ↗
17. Service Delivery Manager with EUC BackgroundCanadianjobscentral Jobs Australia Canadianjobscentral ↗
18. Service Delivery Manager with EUC BackgroundSoftwareengineeringjobs Jobs AustraliaSoftwareengineeringjobs ↗
19. Service delivery manager with euc background Jobs Australia ↗
20. AMP Version of Service delivery manager with euc background ↗
21. Service delivery manager with euc background Australia Jobs ↗
22. Service delivery manager with euc background Jobs Australia ↗
23. Service delivery manager with euc background Job Search ↗
24. Service delivery manager with euc background Search ↗

25. Service delivery manager with euc background Find Jobs ↗

Source: <https://au.expertini.com/jobs/job/service-delivery-manager-with-euc-background-australia-pyramid-global-techn-1d9ef376c0/>

Generated on: 2024-04-28 by Expertini.Com