

Service Delivery Manager (BE)

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Company: Itineris

Location: Belgium

Category: computer-and-mathematical

Ghent, Sint-Denijs-Westrem

There's a saying at Itineris: "Together goes a long way. And we live by that. Whether your job is translating our customers' needs into the best software, selling, coding, or keeping our business running smoothly, we're united by the same mission: growing our company and delivering innovative software that empowers energy and water utilities to engage better with their customers.

What you will work on

The Service Delivery Manager will manage the delivery of services to our live utilities customers using our UMAX solution, executing the vision of customer care to consistently exceed customer expectations through continuous improvement, efficiency, and an unwavering commitment to excellence.

He or she will be responsible for the cost-effective, timely and quality delivery of Services.

As our Service Delivery Manager, you...

develop & maintain a strong professional relationship with your assigned customers

consistently execute & follow up long-term SAAS maintenance contracts

are responsible for SLA achievement and high level of customer satisfaction

provide input for permanent tracking of KPI's (financial, quality, schedule and risks/issues)

collaborate with a team of Service Delivery Consultants (functional and technical profiles)

anticipate and/or manage efficiently all significant changes under your supervision

suggest & implement continuous improvements on standard processes and tools to drive operational efficiencies

What you bring

an experienced leader with a proven track record in Service Delivery Management from a VENDOR perspective

strong business knowledge on applied ERP solutions (e.g. SAP, Dynamics, Oracle)

affinity with software development, and a keen interest in both functional and technical aspects of our solutions, to be able to effectively challenge and advise customers

experience with Cloud based applications/SaaS based on Microsoft Azure

knowledge of the Utilities sector or similar is a strong advantage

familiar with project methodologies such as Waterfall (Prince2) and Agile (Scrum, Scaled Agile), and has an ITIL certification.

an analytical and proactive approach, with a problem-solving mentality and strong customer focus

commercial flair and excellent listening and negotiation skills

strong oral & written communication & presentation skills

What we offer

A fast-growing and international environment with offices in beautiful Ghent (Belgium), bustling Atlanta (USA) and lively London (UK).

Working with future-ready water and energy companies and building valuable utility expertise.

Internal mobility, developing your career through various educational programs and growth paths.

An entrepreneurial mindset where you have a direct impact on our growth journey.

An open environment where we understand the importance of taking a break to recharge and achieve the best results. We make it a priority to celebrate milestones, both big and small.

Onboarding, learning and buddy programs to get ready for a smooth start in your new job.

A flexible and inclusive working environment – where people can just be who they are, and where we offer flexible options for hybrid working so you can work in a way that suits you best.

Competitive perks & benefits, because we want to help you reach your full potential, both at work and in your personal life.

A lot of fun moments with an eye for sports, celebration and wellbeing, important for maintaining a healthy work-life balance.

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