

One of my key accounts, an international operating software provider based in Zurich-City has mandated me to find a

Senior Delivery Manager m/f 100% (Managed IT-application services for banks)

Company: software provider for banks
Important to have: experience as a Senior Delivery Manager or Head IT / CTO / Account Manager IT
Team: 8 team members

Place of work: Zürich City

The Delivery manager is in charge of managing a portfolio of the company's customers who have subscribed to one of the company's managed services proposals.

He will facilitate Customers requests for change, service issues, SLA uptimes, reporting (KPI) and strengthening the client relationship through the delivery of high quality services.

This position is a stakeholder facing role and requires that you establish and manage expectations within the business. You will have the responsibility for the successful delivery of all the elements related to the service and therefore requires a good understanding of the company's offering (Solutions and Services).

Main Task:

Client Management

- Responsible for the provision of services in compliance with the contractual commitments. Act as the client advocate on operational and services management matters.
- Management of the resources and teams involved in the provisions of services. Lead customer interaction on service related issues and orchestrate actions within the company delivery teams.
- Operational monitoring of service delivery and the achievement of service level objectives
- Continuous improvement in the delivery and recommendation / advice to the Client (project planning, evolution of the solutions / services, business processes, etc.)
- Periodical meeting with customers (Operational committee or regular activity review and steering committee for review of the SLA included in the scope of the service).
- Working in concert with Operations, technical and Support Managers to resolve specific Customer problems expeditiously and to gain knowledge on product evolution and to get understanding on outstanding deliverables.
- Have an understanding of both the business and technical aspects of working with the client.
- Have a detailed knowledge of the services provided to each account
- Understand the effect a service outage may have from the client perspective
- Be responsive to the client in any and all requests or issues
- Act as an escalation point for issues reported into the SD+ ticketing tracking system
- Provide regular client reports on services requests and issues and ensure they are addressed in due time
- Ensure ticketing tracking system is accurate, relevant and dated correctly in order to ensure an up to date view to each account

Other activities as support to related areas

- Project management
- Change management
- Others on request

Education and experiences:

Degree in Engineering, Informatics or Financial domain (Banking, Asset Management)

Higher education (Master's Degree) is an advantage

5 - 10 years of banking background

3 – 5 engagements as delivery manager or project manager on banking “transformation” projects

Skills:

Overall Banking Knowledge included

Proven application delivery experience in Banking

Knowledge of Banking business and IT architectures

Service oriented

Presentation skills

Fluent in German and English

Are you interested in this challenging position; please send your application to:

bewerbung@nla-consultants.ch

Roland Naef / Head banking recruitment will answer questions:

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VISIT: www.nla-consultants.ch for more jobs