

Job Title: Service Delivery Manager
Location: Company HQ in Limerick City or Remote
Department: Professional Services / Operations
Reports to: Customer Delivery Manager

Job Summary:

As a **Service Delivery Manager**, you will be responsible for delivering high-quality on-site and remote support for SaaS solutions, ensuring successful deployment, integration, and maintenance. This role combines technical expertise with business analysis, working closely with customers to understand their operational needs, troubleshoot issues, and optimise system performance. You will also contribute to process improvements, documentation, and solution recommendations to enhance overall service delivery.

Key Responsibilities:

- Manage and execute on-site and remote software deployment, configuration, and integration for customers.
- Provide advanced troubleshooting and technical support for SaaS solutions, collaborating with internal teams to resolve issues efficiently.
- Work directly with customers to gather and analyse business requirements, translating them into actionable technical solutions.
- Conduct training sessions for customers and internal teams on software features, best practices, and system usage.
- Assist in defining service level agreements (SLAs) and key performance indicators (KPIs) to measure service effectiveness.
- Act as a liaison between customers and internal teams (Product, Engineering, and Customer Support) to relay feedback and suggest product improvements.
- Lead root cause analysis for recurring issues, implementing solutions to enhance system reliability and user experience.
- Support incident management and problem resolution efforts to minimize service disruptions.
- Deliver customer specific Dashboards and Reports
- Document technical processes, troubleshooting guides, and best practices to improve knowledge sharing and efficiency.
- Participate in process improvement initiatives to enhance field service operations and customer satisfaction.

Qualifications & Experience:

- Bachelor's degree in IT, Computer Science, Engineering, Business, or a related field (or equivalent experience).
- 5+ years of experience in field service engineering, customer support, SaaS operations, or business analysis.
- Strong technical knowledge of SaaS solutions, cloud platforms, and system integrations.
- Experience with business analysis methodologies, including gathering requirements and defining workflows.
- Familiarity with IT service management (ITSM) tools and field service management platforms.
- Excellent troubleshooting and problem-solving skills with a proactive approach to issue resolution.
- Ability to communicate complex technical concepts to non-technical stakeholders.
- Experience with SQL, APIs, or scripting languages is a plus.
- PMP, ITIL, or Agile certification is a plus.

Skills:

- Strong analytical and business analysis skills.
- Customer-centric approach with a focus on service excellence.
- Ability to work independently and manage multiple priorities.
- Strong leadership and collaboration skills.
- Effective communication and stakeholder management.

Benefits:

- Competitive salary and performance-based incentives.
- Professional development opportunities.
- Generous annual leave and paid time off policies.
- Pension/retirement contributions.
- Employee assistance programs and mental health support.
- Team-building events and company retreats.
- Subsidized gym membership or wellness programs.
- Learning and development budget for certifications and training.

- Career progression opportunities in a growing SaaS company.
- Collaborative and innovative work culture.