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**Service Delivery Manager**

Beyond Technologies is a professional firm specializing in the implementation of SAP solutions. Founded by a team of experienced consultants in 2005, our strength is to improve and streamline business processes with SAP to provide real and sustainable results for our clients.

We are currently looking for a Service Delivery Manager for a contract opportunity in Montreal.

**Role description:**

* Beginning Date: October 14th, 2022
* Duration: 18 month (With a strong possibility of renewal)
* Location: Montreal

**Expectations and daily tasks:**

We are looking for a Service Delivery Manager with an in-depth experience in SAP Application Management Services (AMS) Delivery, with working experience in Multi geography delivery Management, and Resource Management.

The candidate will act as an operation manager, will also handle ticket requests for Service and Problem management, etc.

The ideal candidate should be able to:

* Display excellent balance of skills in key management areas of client relationship management, delivery management, and leading global delivery team - Reviewing and providing an oversight on overall IBM deliverables
* Establish solid relationships with counterparts on the client management side through personal trust and eminence - Work with client to optimize support team and structure
* Achieve a high client satisfaction score consistently
* Manage delivery on time and on budget
* Contribute to developing corrective action plans for schedule/ quality variances when appropriate.
* Develop and review Integrated Project Plan as well as track delivery through planning, execution, monitoring, and closure phases
* Perform status reporting to the client counterparts through dashboard presentations.
* Bring Thought Leadership and offer solutions to the client problems through innovation and breakthrough insights
* Display strong process-oriented skills, analytical competencies, and advanced problem resolution
* Build and develop a high performing delivery team with deep capability for delivering results on aggressive schedules

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**Requirements :**

* In depth experience in SAP Application Management Services (AMS) Delivery, with working experience in Global Delivery Management, and Resource Management
* Candidate must master French both oral and written. English is optional
* Experience in the service industry and public sector would be an asset
* Knowledge of emerging technologies and solutions for SAP is an asset
* Solid experience around client relationship management, delivery management and people management.

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Vous devez être résident du Canada et détenir un permis valide pour soumettre votre candidature.

Beyond Technologies est fière d’avoir été nommée par la « Great Place to work » en 2021.