



Service Delivery Manager, Spain

Our Service Delivery Manager will be responsible for ensuring the accurate and proper delivery of network operation services to big telco firm in the Spanish market.

For this position, you will combine both technical and commercial responsibilities. You will be considered an extension of a remote operational team based in Europe to onsite coordinate with the customer.

At the same time, you must lead the project results to exceed customer expectations making the project grow and adding more responsibilities to your working scope. Thus, you need to keep a commercial mindset as well. You and the project must grow together and, therefore, you will be part of the process of continuous improvement of the service provided.

The role also includes leading the customer network support engineers' team and working closely with the competence centers, global support, and product line maintenance teams.

Job responsibilities

- ▲ Directly work with the client ensuring top customer satisfaction
- ▲ Collaborate and maintain well relationships
- ▲ Distribute information bidirectionally: to the customer and to the operational team
- ▲ Identify new business opportunities
- ▲ Remotely coordinate with the operational team to proactively solve all issues
- ▲ Report and track all the project progress to the customer
- ▲ Constantly evaluate our team's performance in order to optimize it. It is a fast changing environment so constant adjustments must be done
- ▲ Ready to jump on diverse technical issues
- ▲ Face customer on a daily basis
- ▲ Incident Management and team coordination
- ▲ Location: Málaga (Spain)

Key Qualifications

- ▲ Min. Graduate Degree in Engineering [Telecommunication or IT preferred] or Equivalent
- ▲ Proven experience in the telco field. Technical experience mixed with customer interaction is the desirable profile
- ▲ E2E knowledge of Telecom Network including Network Infrastructure
- ▲ LTE and IoT knowledge are a must
- ▲ High level of Portuguese, Spanish and English are required
- ▲ High communication skills. Customer first mentality
- ▲ Change and improvement management skills
- ▲ You will promote knowledge sharing and mentoring
- ▲ Responsible for delivering results & meeting customer expectations
- ▲ You will drive Entrepreneurial & Commercial Thinking along with technical proposals
- ▲ Leading & Supervising. Proactive working approach
- ▲ You are capable of coping with pressures & setbacks
- ▲ Promote customer networking
- ▲ Familiar with NOC activities

Interested? Please apply to hr.spain@connect44.com today.