

My Job Search

Service Delivery Manager

Service engineer ,South Africa



Description

About Us:

The payments market is the most exciting technology market in the world today for good reason. McKinsey values it globally at over \$2 trillion and it's growing between 13-15% year-on-year. Some of the largest most dynamic brands are investing in this sector; Apple has ApplePay, Google has GooglePay, Amazon has AmazonPay, and it's not just the Silicon Valley brands. Tencent owns WeChatPay, Alibaba owns Alipay and digital disruptors like Square, Stripe and Adyen all invest millions to grow the payments market.

Planet are a technology company that's transforming payments by putting the customer experience first. We help our customers deliver a better experience for guests, shoppers, and consumers everywhere. We operate in a market that continues to evolve and expand, partnering with the world's most prestigious brands across Retail and Hospitality, and with a network of Financial Services partners worldwide.

To meet consumer demands, payments must be simple, safe, and invisible. The only way to do this is to fully embed payments in the software that runs business. By combining software and payment technology, Planet's creating a world of connected commerce, that makes payments feel good.

We're growing organically, and with strong Private Equity investors, Advent International and Eurazeo, we've the financial capital and expertise to grow our capabilities and reach through acquisition.

Function Overview:

As part of Global Operations, you'll be working with an amazing diverse team of talented and customer centric people across the world. We're building a world-cl operation and you'll be empowered to make a difference so we can better serve our customers with an easy, connected, and flawless experience.

You'll find opportunities across customer facing, technical and administrative roles, customer services, onboarding, Tax Free, training, or one of the many other exciting areas in Global Operations. You'll be presented with unrivalled prospects to grow, learn and develop in your career.

We're growing fast and are always looking for ambitious individuals who want to be part of the connected commerce revolution.

Role Overview:

The SDM plays a vital role in boosting the user experience, by ensuring the smooth delivery of top-notch services that meet and exceed customer demands. It must oversee a variety of tasks, such as service operation tracking, rectifying operational reliability issues, case monitoring progress, tracking KPIs, helping to secure a consolidated and seamlessly delivery leveraging customer satisfaction, on a cost-efficient manner.

The SDM is also expected to regularly identify customer issues and needs, by maintaining an excellent relationship with end-users and stakeholders. SDM role, embrace both administrative and technical roles, best suited for skilled and hard-working individuals who possess superb leadership and interpersonal skills, who are mainly pionate about delivering end-to-end customer-driven solutions.

What you will do:

- Recommending methods of improvement and seeing that actions are implemented on time for service delivery upgrade.
- Providing accurate and regular reports to the management on performance of the service delivery.
- Building strong relationships with teams and stakeholders to enable effective dialogue exchange between departments.
- Manage service/technical escalations, in straight collaboration with area/regional IT directors and igned teams, supporting Network key account teams with consolidated business relations, for chain or independent group.
- Collaborating with technical design teams to set standards for software, hardware, and security.
- Monitoring and managing support related events, and VIP support functions to ensure optimal service.
- Maintaining high performance levels for service-related processes and implementing improvement activities wherever necessary.

- Taking ownership of critical incidents, coordinating with resolution parties, and establishing effective communication between stakeholders for post-incident reviews.
- Ensuring that systems, procedures, and methodologies are in place to support outstanding service delivery.
- Developing a deep understanding of all projects delivered, to gain insights into the scope of service delivery no matter the setup.
- Taking full accountability for service delivery performance, meeting customer expectations, and driving future demand.
- Analyzing third-party as well as internal processes and creating strategies for service delivery optimization.

Who you are:

- Experience managing service and/or operational level agreements – RFP's.
- BSc/BA in Business, Computer Science, or other relevant/equivalent IT degree.
- Mastery of ITIL (Information Technology Infrastructure Library) principles or similar.
- Network vendor technical certifications (Aruba, Ruckus, Cisco, Brocade, others).
- Exceptional customer-facing skills, solid resource planning and problem-solving skills.
- Proficiency in leading both physical and virtual teams with operational ability in a diverse, large-scale environment.
- In-depth knowledge of escalation procedures, incident management, and other disciplines related to service delivery.
- Ability to manage and prioritize tasks efficiently with knowledge of data analytics and reporting, with absolute analytical mindset.
- Solid troubleshooting experience (NOC, Engineering & ISS).
- Solid technical background in Engineering for TCP-IP | Networks (Switching, Routing).
- Wide proven experience of remote and on-site support.
- Management experience with network operations or field teams.
- Familiar with all types of production environments and kinds of hardware embly and configuration.
- Solid knowledge of MAN, LAN and MPLS (Layer 2 & Layer 3).
- Experience with all types of Wireless Networks (802.11x).
- Networks & Wireless Design/Planning experience.

Why Planet:

At Planet we love to see faces in the office but understand some of life's competing priorities; and that's why Planet's flexible working policy means employees have the autonomy to manage their working time to welcome flexibility in juggling their work/life balance. We are all about the quality of work being delivered on time, not the quantity, so how you get there is up to you (and your manager).

Planet is an equal opportunity employer where diversity is valued, and all employment is decided based on qualifications, merit, and business need.

Come and grow your career in the most exciting, fast paced technology market, with a business that delivers feel-good connected commerce. **We would love to hear from you – Apply now.**

Advertiser details

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[More details](#)

Company Name

Advertised By

Job Type

Language

Gender

Drivers Licence

Link

Planet

Business

Full Time

English

Any

None

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