



LOOKING FOR MORE THAN A JOB?
JOIN US!



SERVICE DELIVERY MANAGER (M/F/D)

The IT Service management team is part of IT Services department that monitors and maintains the efficiency of our partners and third party service providers. They make sure service is delivered at the highest standard and SLAs are met consistently in line with contract agreements, and they also support business and delivery teams with service partner selection as well as escalations.

The Service Delivery Manager reports to the Head of IT Service Delivery.

ABOUT THE JOB | What will you do?

As a Service Delivery Manager, you will be responsible for the following activities:

- Work with the business teams and technology leadership to ensure effective resource management across our multiple delivery teams and combined partnership capabilities
- Manage technology partners to ensure consistent and timely delivery (SLA, feedback, escalation, etc.)
- Hold partners to account for performance in line with our commercial agreements (quality assessment)
- Define and refine supplier operational models to ensure maximum value is derived from partner engagements
- Actively organise and run service reviews with partners to ensure outstanding issues are resolved and followed through
- Track and report partners delivery performance to Management
- Maintain a comprehensive third party service providers risk matrix in collaboration with Procurement
- Collaborate with Accounting and Finance on purchase orders and credit notes processing, and manage invoicing queries
- Collaborate with Procurement and business teams for RFI/RFP
- Deliver input for the budgeting process

ABOUT YOU | What's your background?

- Vocational training or diploma in Information Technology or similar and significant professional experience in a similar position
- Strong administration skills (Use of Microsoft Office packages including Word, Excel, PowerPoint and Navision)
- Broad technology knowledge from standard data centre hardware to cloud services
- Service Level Agreement management is a must
- ITIL Foundation or similar is an advantage
- Experience with invoice processing

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WHAT WE EXPECT | What are your skills?

- Ability to multi-task and prioritise workload to ensure all tasks are completed on time
- Professional integrity and honest approach to deliver a high standard of service to internal and external stakeholders
- A strong communicator in English, both written and verbally
- Luxembourgish, French or German would be an advantage

WHAT WE OFFER | What advantages will you have?

- Competitive compensation package
- Attractive benefits as part of the banking collective agreement
- Wide range of additional advantages such as language courses contribution, health initiatives, employee travel insurance, preferential conditions for Advanzia products, etc.
- Training and development initiatives
- Dynamic and international environment
#TeamAdvanzia
- Participation in various Corporate Social Responsibility (CSR) projects as part of the bank's [Advanzia Plus](#) initiative

Where you will be working

Located in bright and modern offices in Munsbach at 15 minutes from Luxembourg City, Advanzia currently employs more than 200 staff from all over the world. We offer a pleasant and collaborative working atmosphere in a truly multicultural environment.

Looking for a new professional challenge in a fast-growing company?

Apply today and send your CV and motivational letter in English to jobs@advanzia.com

Click [here](#) to find out more about your career opportunities at Advanzia Bank.

