



JOB DESCRIPTION

Job Title: Service Delivery Manager
Location: Davidson
Job Grade:

Reports to: Director, Architected Solutions
Department: Engineered Outcomes Group
FLSA Status: Exempt

Summary job description

Responsible for the delivery of professional services to InSource customers. Oversees and manages multiple delivery activities and constituents, including clients, internal InSource staff, systems integrators, contractors, and vendors. Support and promote company goals, initiatives, and sales process.

Essential job functions

- Establish and refine service delivery processes.
- Supervise the core EOG Solutions Delivery Team. In a matrixed environment, supervise the work done by members of other teams when they (temporarily) act in a delivery role.
- Manage customer expectations to ensure alignment before and after the sale.
- Participate in data gathering to support the creation of discovery, requirements, and delivery specification documents.
- Manage pilot and project implementation at client locations.
- Facilitate client, internal personnel, and system integration personnel to successfully achieve objectives of each project.
- Oversee the work of subcontracted resources.
- Maintain a thorough knowledge of company's products, pricing practices, and selling skills.
- Observe the high quality of InSource Solutions ethical standards in presentations, proposals, and overall representation of the company.
- Track the profitability of each project and the delivery function in total.

Other job functions

- Participate as a member of the Engineered Outcomes Group Strategic Leadership Team.

Minimum job requirements

- **Education:**
 - Degree in Engineering, Computer Science, Project Management or equivalent work experience



- **Experience:**
 - 10 or more years' experience managing process control, engineering and/or IT projects
 - Experience in projects related to Manufacturing Execution Systems
 - Experience in projects with relational database design/implementation

- **Specific Skills:**
 - Demonstrated experience with leading remote delivery teams.
 - Demonstrated experience in understanding processes, business needs, and technical analysis of data flow on the manufacturing floor.
 - Domain expertise in Manufacturing Execution Systems
 - Domain expertise in Operational Efficiency (OEE), Quality (SPC/SQC) or Product Optimization is a plus.
 - Demonstrated capability and experience in developing Requirements, Design and Technical Specification documents.
 - Excellent oral and written communication skills
 - Excellent organizational and follow-up skills
 - Superior interpersonal skills with all levels of personnel across technical and business boundaries

Supervisory Responsibility: Lead and manage senior-level technical and business-process consultants who are subject matter experts.

Work Conditions: General office or home office environment and customer manufacturing site visits. May require standing, walking, climbing stairs, light lifting, sitting, etc. Some elevated noise levels exposure. Up to 50% travel, including overnights, is required.