

Service Delivery Manager

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Company: UCE Telecom

Location: Islamabad

Category: other-general

- Responsible to support the Service Delivery Management as per agreed KPIs and Projects Targets.- Support Country Manager in acting as a Solitary Point of Contact for all key Stakeholders of the Projects.- Responsible to support the projects performance and comprehensive management of all resource deployed and engaged in Projects.- Responsible to support the Planning, Leading, Forecasting, Risk Management, Negotiation, Issue Management and Communication Management for Projects.- Support Country Manager in ensuring that required best practices, processes and alignment to strategic management objectives.- Support Human Resource Management in Resource Management.- Responsible to support Administrative, Logistics, HR, Technical, Technological and Infrastructural operation.- Support Country Manager in appropriate Communication and Reporting regarding projects.- Responsible to support strategically and tactically to management.- Responsible to support the oversight of training, development and performance management of all projects teams with collaboration of Human Resource Management engaged in Projects.- Vendor Management.

Job Specification1.Relevant Engineering Degree/Certifications with Experience of Balanced Scorecard and PMP2.Knowledge of methods and techniques for risk management, business impact analysis, Cross checks, countermeasures and contingency arrangements relating to the serious disruption of communications services.3.Excellent Communication and Inter-personal skills4.Experience in creating, developing and implementing operating policies and procedures in compliance with various organization standards.5.Developing and implementing reporting and management infrastructure.6.Able to influence business change,

monitoring and evaluation for cost cuttings.7.Working knowledge of Microsoft office with proven record of project management.8.Ability to provide effective advice, direction and support to all employee levels and apply policies and procedures.9.Budgeting and planning skills

Information Technology and Services - Islamabad-Capital, Pakistan

About UsUCE was incorporated in 1998 in Malaysia. Today, we have eight operational offices Malaysia, Bangladesh, Hong Kong, Indonesia, India, Pakistan, Philippines and Taiwan with headquartered office in Kuala Lumpur to support our on-going projects in diffe

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