

Senior Service Delivery Manager

Position Summary

REV LLC (REV), also known as [REVTech](#) is seeking a driven and strategic leader to spearhead our projects and simultaneously establish a best-in-class Delivery Practice. This unique opportunity combines your passion for project and client delivery excellence with the opportunity to shape the future of our project and account management function. REV is a fast-paced, innovative, entrepreneurial environment with substantial potential for career growth.

REV is a diverse, veteran-& women-owned software services consultancy headquartered in the Pacific Northwest that has become a trusted partner to many enterprise accounts comprised of the biggest brands across multiple industries. With top talent, we solve complex business challenges through the implementation of technology solutions. REV's proven model of project and role-based delivery, across sectors, specializes in custom-built web applications, workflow automation, cloud migrations, data lifecycle, software integrations, and other innovative and emerging technology services and solutions.

Job Description

REVTech is seeking an experienced and dynamic Senior Service Delivery Manager to join our team. The ideal candidate will be responsible for supporting our clients and the delivery of our projects for them, including the planning, executing, and closing projects within the specified timelines and budget. This role requires strong leadership, communication, and problem-solving skills. Our People – Performance – Purpose-led culture helps us connect, collaborate, and work together in agile ways to meet all our client needs. As a Senior Service Delivery Manager at REVTech, you'll oversee multiple clients and projects, managing plans, budgets, and schedules. You'll maintain close contact with clients, and initiate liaison with stakeholders to facilitate project activities. The Senior Service Delivery Manager will collaborate with cross-functional teams, ensuring that project goals align with the organization's objectives. Make the most of your talents in a fast-paced environment driven by people who strive for achievement. Of utmost importance, you will manage the client, the expectations of our service and their perception of the value received from REVTech so that we delight our customers, expand and extend our business with them, and win new engagements in other areas of our existing client base. You will be the client advocate and will help ensure operations is delivering well and that communications in all media and methods is professional, consistent and valuable.

REVTech is seeking an experienced, passionate, and self-driven Senior Service Delivery Manager to join our Technical Services Team where your expertise shapes not only our future but the very essence of our sales organization. This is more than a job; it's an opportunity to redefine the tech landscape and contribute significantly to the evolution of REV. We're not just an IT consulting firm; we're a diverse, veteran-owned/women-owned powerhouse that has garnered the trust of Enterprise and Fortune 1000 companies nationwide. Our mission is to unravel complex business and humanitarian challenges through pioneering technology solutions that span both the public and private sectors. From crafting custom-built Web Applications to streamlining processes through Automation, orchestrating Cloud Migrations, centralizing data, building APIs, and beyond, every day at REVTech is a chance to shape the future of technology and make a profound impact on our world.

Responsibilities

PEOPLE

- Develop and maintain strong relationships with assigned clients, understanding their needs and problems while exceeding their expectations.
- Interact with key business stakeholders to inform and communicate. Facilitate transparency within the business and ensure that proper expectations are set and documented with clients.
- Build lasting relationships through day-to-day interactions with key client managers and staff. Land and expand the client relationships to enable multi-level and broad reach within each client organization.
- Keeping up to date with industry trends and developments.
- You take deep pride in your work and view each new problem as an opportunity for success; you approach challenges creatively, but methodically.
- You face change with a cool head and persevere even if you don't have all the details; you seek to understand ambiguity to provide clarity for the entire project team.

PERFORMANCE

- Directs project efforts to define scope, assess risks, create work breakdown structure/work, and develop a schedule leading to the completion of the project, while ensuring that the project is consistently aligned with the organization's strategic objectives. Contribute to project estimating and planning.
- Prepare and present designs, specifications, and estimated costs.
- Drive measurable program performance gains correlated to execution velocity. Establish governance over prioritization decisions to ensure alignment with key performance indicators. Ensure that REVTech performance is viewed as valuable by client stakeholders within the governance cadence established and offer continuous improvement or new engagement opportunities based on your increasing knowledge of the customer and the things that are important to their business.
- Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the business.
- 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 projects to gain insights into the scope of service delivery.
- Taking 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

PURPOSE

- Identifying risks and forming contingency plans as soon as possible.
- Modify new or existing plans as required.
- Creating and executing project work plans and revising as appropriate to meet changing needs and engineering requirements associated with plant and facilities projects.

Qualifications

- Bachelor's degree in a technical area of study.
- 5+ years of project management experience.
- Experience in planning projects with large data sets and making decisions for data-driven analytics.
- Demonstrated communication skills, including the ability to communicate ideas.
- Ability to balance and prioritize multiple projects and priorities.
- Understanding of strategic IT solutions
- Relevant Management certification may be required.
- Must be able to lead and take complete responsibility for project planning, scheduling cost control, and contract administration.
- Must be able to detect the need for adjustments in the execution strategy and to successfully implement change.
- Willingness to build professional relationships with staff and clients.
- Excellent communication, motivational, and interpersonal skills

REVTech is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

To learn more about REV, please visit our website at <https://revtechllc.com/>

This description is not intended to represent an all-inclusive list of job responsibilities, but to outline the essential functions of the position. REV LLC DBA REV Tech reserves the right to change, alter, or revise this job description at any time with or without notice. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status. REV is an EO employer – M/F/G/L/Veteran/Disability