

# WE ARE LOOKING FOR A SERVICE DELIVERY MANAGER

## FOLLOW THE CODIT ROUTE

### What we do

Codit is an **IT Consultancy** company helping customers create business value with cloud, SaaS and big data by connecting applications via **integration, API Management, cloud development** and **Internet of Things**.



Our **Managed Services team** of experienced and certified integration support engineers offer the highest level of technological expertise. Codit Managed Services supports, maintains and adapts **Microsoft Integration Solutions**. You too can become part of our team and help our customers to be on the edge of technology, thanks to your insight and **technological expertise**. In return, Codit will help you to **never stop growing**.

### 5 Codit values

#Quality First  
#RespectAllWays  
#DedicationForInnovation  
#HappyPlace  
#AllTogether



### Job Description

- You will **work together with the other SDM's** and report directly to the Business Unit Manager
- You will **train the team of service desk engineers** and encourage them to grow
- You **analyze the activities of the Service Desk** and will propose changes if required
- You develop **KPI's** and **SLA's** and regularly **report** on them **to customers**
- By sharing knowledge with your team and your customers, you will **optimize processes** and **solve problems** in an efficient way
- You **realize changes and improvements** that make a real difference towards our customers
- In case of issues, you are the first escalation point

### Your Profile

- You have an **analytic** brain and are a real **problem solver**
- You have experience in the **B2B** and **EAI** (Enterprise Application Integration) domain
- You are familiar with or have heard of the following **technologies**: XML, XSLT, XSD, .NET Framework, C#, Web Services, WCF, SQL Server and Azure
- In a customer service environment, you like to give and get **flexibility**
- Knowledge of **ITIL** is a big advantage
- You have **excellent communication skills**
- You speak, write and read **Dutch, English and French**

### The Offer

We offer you a **place to grow** and provide you with the tools and possibilities to **create your future**. You will have the opportunity and challenge to remain **on the edge of technology**.

The package includes a **competitive salary** with **company car** and more benefits. Your annual **Personal Training Budget** allows you to train yourself and grow within the company. The Salary Bonus plan makes sure that, if Codit achieves its targets, all employees who helped realizing them will reap the benefits.



**Ready to become our colleague?**  
**Looking for another (.NET) role?**  
Check out [www.codit.eu/jobs](http://www.codit.eu/jobs)