

Colombia Jobs Expertini®

Manager, Service Delivery

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Company: Ellucian

Location: Colombia

Category: other-general

Unlock Learning For All

Here at Ellucian, we are motivated by a mission - power education so institutions can empower student success. We are the global market leader in EdTech for higher education, serving more than 2,900 customers and reaching over 22 million students in 50 countries. We are dedicated to helping higher education unlock learning for all by providing solutions that support the entire student lifecycle and deliver insights needed now and into the future. We embrace the power to **lead**, the courage to **innovate**, and the determination to **grow**. At our core, we believe in **humanizing** our approach, recognizing that our people are our greatest strength. With a shared vision of **transformation**, we endeavor to shape a brighter future for higher education.

About the Opportunity

The Manager of Cloud Services Delivery role is a key people management role for our internal regional teams and customers. This position will manage the Cloud Services Delivery Managers and Senior Cloud Services Delivery managers assigned to a designated region. Leading this team requires strong leadership skills to mentor and support the team towards achieving the defined team goals of driving customer satisfaction, holistic/forward planning, and constant enablement opportunities for the team and customers to reach identified efficiencies with effectiveness.

Where you will make an impact

Responsible for overall team engagement and customer delivery within the assigned region

Always be engaged in current customer engagements, mapping the customer journey through the pipeline, and team skillset/path to reaching goals

Drive solutions for reducing escalations, identifying potential service gaps and proposing solutions, supporting the individual team members to be successful in holistic forward-planning and timely/effective communications

Hold team accountable to adhere to cloud standard, the ITIL methodology and defined key performance indicators (KPIs)

Ensure the team is continually driving adoption of the operational roadmap

Take ownership of customer dissatisfaction and work through an improvement plan

Effectively communicate goals, objectives, directives, expectations and work to remove any blockers to setup the team/customers for success

Serve as an escalation point for immediate team members, others within Ellucian, and our customers

Partner with technical/project management peers to be in lock-step with delivery, metrics, and goals

Track that the members of your team are on a path to success with regards to supporting our customers, meeting goals/KPIs

Analyze regional challenges and work with the appropriate Ellucian team members to identify a path to resolution

Foster a positive and collaborative work culture that encourages innovation and continuous learning

Provide coaching, mentorship, and performance feedback for individual growth and team cohesion

Responsible for hiring new team members and facilitating proper onboarding, ensuring they are equipped with the necessary skills, knowledge, and resources to deliver exceptional service

to our customers

What will you bring

Professional Skills 7+ years of professional experience in a technology field

5+ years of people management and leadership in a technology field

Proven ability to envision the big picture and clearly articulate that to the team

Proven work ethic and critical thinking skills; showcasing collaborative results in a fast-paced, high volume, matrixed organization

Proven ability to quickly summarize and communicate complex information to multiple audiences

Strong leadership and team management abilities with a demonstrated ability to inspire, motivate, and develop high performing teams

Project management and risk mitigation experience across functional and integrated teams

AWS certifications are strongly preferred

Proven technical and/or functional knowledge of ERPs or complex business applications

Possess a strong sense of ownership and understanding of customer priorities to ensure positive outcomes

Experience being flexible and versatile while driving customer-focused solutions

Experience managing a team toward defined goals, objectives, and directives

Superior presentation/verbal/written skills; excellent customer service with a high attention to detail

Soft Skills: Must have the ability to work independently

Must be willing to be a self-learner and be highly motivated with an ability to prioritize and meet defined deadlines

Executive-level communications, both written and verbal

Strong analytical skills to recognize when a team member needs additional training/support and coach/mentor as appropriate in order to ensure their success

Flexibility to accommodate working outside of usual business hours on occasion

Present a customer-centric mindset

What makes #Ellucianlife

Comprehensive health insurance reimbursement

Life insurance

Wellness benefits

17 workdays vacation

Christmas bonus payout in June & December

Thrive Flex Program that allows you to contribute towards your health, financial or learning interests

5 charitable days to support the community that supports us

Diversity and inclusion programs that promote employee resource groups such as: Women in Technology, Pride and Go Green to name a few.

Parental leave.

Employee referral bonuses to encourage the addition of great new people to the team

#LI-RB1

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