

Global Delivery Center Manager

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Company: Samsung SDS America

Location: Ridgefield Park

Category: other-general

Position Summary:

Samsung SDS America is currently looking for a Global Delivery Center Manager to oversee data center operations for our high-value enterprise clients. This pivotal role involves managing both onshore teams in the United States and offshore teams in India. Your primary responsibility will be to ensure seamless operations and superior service delivery to our enterprise customers.

Ideal candidate will champion continuous improvement and bring fresh ideas to enhance our operation and keep us ahead of the curve.

Joining Samsung SDS America means becoming part of a team that's at the cutting edge of digital innovation. We are the digital arm of Samsung, delivering groundbreaking solutions in cloud, secure mobility, analytics, and more. Here, you'll be empowering a range of industries to excel in a hyper-connected world. Embrace the opportunity to be a leader in this dynamic field, driving client success and technological advancement.

Key Responsibilities:

Act as the main point of contact for enterprise clients, providing exceptional service and fostering strong, trust-based relationships

Understand in-depth the technical needs and requirements of clients, offering expert guidance and support for successful implementation and use of our data center solutions

Coordinate effectively with cross-functional teams, including development, engineering, and operations, to address client needs and champion their interests within the organization

Lead the resolution of technical issues, managing escalations with a solutions-focused approach, and communicating updates clearly and effectively to clients

Lead and inspire diverse team, including both onshore (US) and offshore (India) members, to achieve excellence in operations and service delivery

Manage the full spectrum of team responsibilities, including hiring, conducting performance reviews, and overseeing training and development to ensure continuous skill enhancement and career growth of team members

Drive the continuous improvement of data center operations, focusing on innovation and efficiency

Manage relationships with vendors, ensuring effective collaboration and alignment with our service standards and client needs

Take charge of budget management for your area, including planning, monitoring, and optimizing expenditures to ensure cost-effective operations

Requirements

Bachelor's degree in Computer Science, Engineering, or a related technical field

10+ years' in IT Operations, Data Center Operations, Technical Account Management or related field

Exceptional communication skills with a proven ability to manage complex client

relationships

A solid technical foundation, with a deep understanding of enterprise software systems and data center architectures

Proven experience in managing infra and application operations in enterprise environment

Demonstrated ability in problem-solving, project management, and handling multiple priorities in a fast-paced environment

Demonstrated experience in vendor and budget management, showcasing an ability to strategically allocate resources and manage partnerships

People management experience of onshore (US) and offshore (India) teams is a must

Advanced knowledge of operating OS / DBMS / WAS / Network

Advanced knowledge of ITIL process (CI / Incident / Change)

Advanced knowledge on Public and Private Cloud Infrastructure

Experience in cloud computing, digital transformation technologies, and IT industry practices is highly advantageous

Benefits

Samsung SDSA offers a comprehensive suite of programs to support our employees:

Top-notch medical, dental, vision and prescription coverage

Wellness program

Parental leave

401K match and savings plan

Flexible spending accounts

Life insurance

Paid Holidays

Paid Time off

Additional benefits

Samsung SDS America, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity or expression, national origin, disability, status as a protected veteran, marital status, genetic information, medical condition, or any other characteristic protected by law.

We are committed to providing reasonable accommodations to participate in the job application or interview process for candidates with disabilities. If you need assistance and/or a reasonable accommodation, please send your request to this email.

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