Service Delivery Manager

Fulltime | Kennesaw, United States

WHO WE ARE

At KNAPP (pronounced K-NAP, not Nap!), we "Make Complexity Simple" by offering intelligent solutions for digitizing and automating everything from production and distribution to the last mile and stores. We are the customer's value tech chain partner, which means partnering with the customer to create the most value within each link in their supply chain. Leveraging the latest software, AI and Robotics technology, we continue to disrupt the logistics automation industry for the world's industry leaders in grocery, healthcare, retail, e-commerce, apparel & manufacturing.

We are a global company with our US headquarters located just North of Atlanta in Kennesaw, GA. KNAPP specializes in automated solutions for both WMS (Warehouse Management Systems) and WCS (Warehouse Control Systems) for B2B (Business to Business) and B2C (Business to Consumer) customers. We are a growing company of over 7,200 employees worldwide and in over 50 countries that is privately held, with 7% of our revenue reinvested in R&D, ensuring a strong and vibrant future! Join us and see how you can help change the world! For more information, visit www.knapp.com.

WHAT YOU GET TO DO

The Service Delivery Manager will function as direct contact for IT-related issues overseeing that IT infrastructure is included properly as provided by KNAPP and IT services. The Service Delivery Manager will provide monthly reports to the customers that summarize all incidents, changes, trends, etc., from the previous month. Further, the Manager will conduct monthly conference calls with the Customer and IT Service Engineer, Service Performance, and IT departments to address questions and concerns.
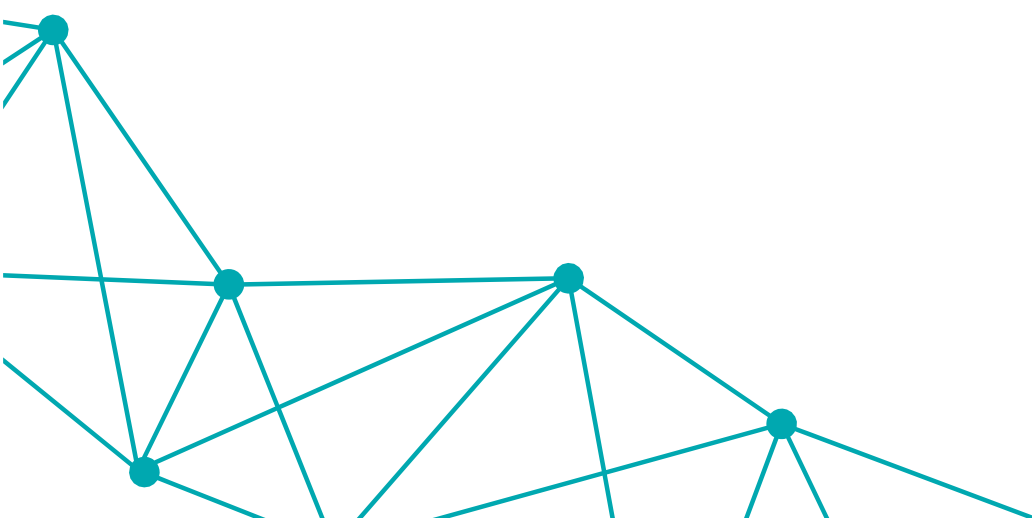
- Provide monthly reporting, to include:

    Summary of incidents and problems
    Implementation of outstanding changes to past events and any unpredicted events
    Brief description of priority 1 and 2 incidents:
- Summary of incidents and problems
- Implementation of outstanding changes to past events and any unpredicted events
- Brief description of priority 1 and 2 incidents:
- Description of solution times
- Protocol of the last review
- Review of service level evaluation

    Trend reports of incident development:
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- Graphical location of incidents and number of issues
- Resolution of outstanding incidents
- Average solution time

    Change reports:

    List of executed and upcoming changes
- Change reports:

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- Provide annual reports of past years incidents, to include:

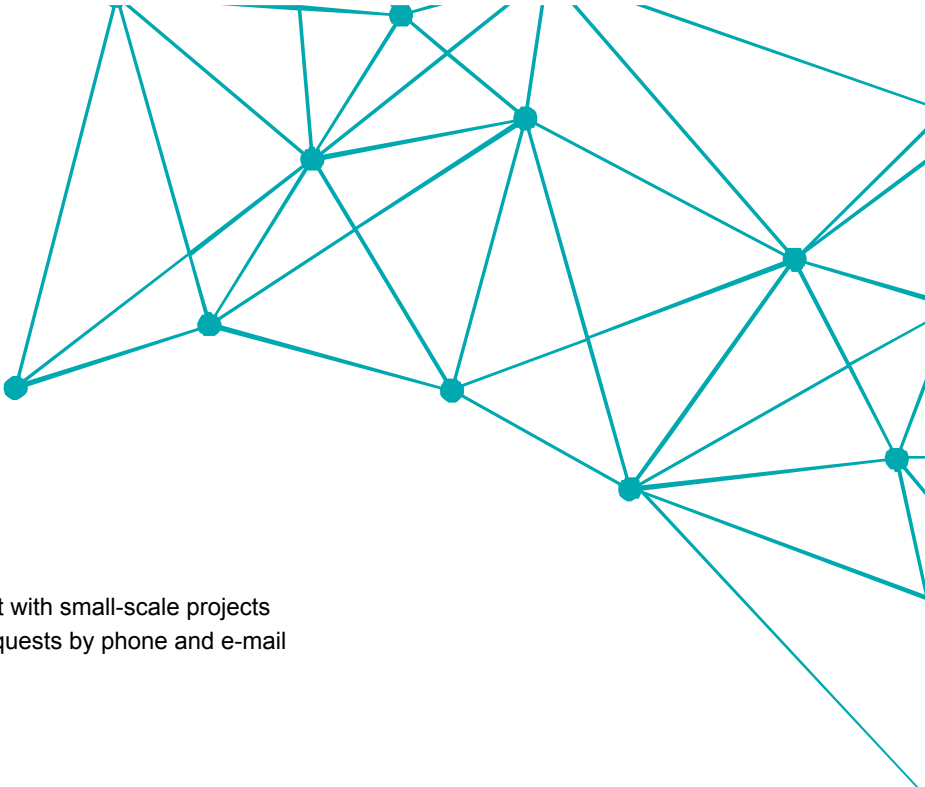   Protocol of the last annual review meeting
    Reports of the past year
    Review service level evaluations
    Service credits
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- Reports of the past year
- Review service level evaluations
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- Monitor and support software development with small-scale projects
- Work with customers and address their requests by phone and e-mail
- Responsible for problem management
- Create customer reports
- Coordinate release updates
- Manage quality control of release updates
- Identify and tackle open issues, maintain "to-do" lists in cooperation with the Account Manager
- Consult with customers
- Monitor incident management
- Create management summary reports

WHAT YOU HAVE

- Technical qualifications (technical college, senior technical college, technical university degree, or comparable practical experience)
- Databases and SQL
- Knowledge of C++ and Java
- Written and spoken command of English (German or other languages are an advantage)
- MS Office skills
- Basic knowledge of automation technology with willingness to learn more about our products, systems, and processes
- Solution-oriented and innovative

Working Conditions and Environment:

- Overtime as required by work
- Occasional travel may be required up to 25%
- Professional office etiquette is required at all times
- Authorization to work in the U.S.
- Passport or ability to obtain a passport
- Physical requirements may include:

  sitting, squatting, walking, reaching out to arm's length, reaching over-head, lifting between 50-100 pounds, and reading
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WHAT YOU WILL GET

- 2 remote days per week
- Half day Fridays
- A beautiful new, state-of-the-art, office complex in Kennesaw, GA
- Industry competitive compensation
- Great benefits with better than average employer contributions, including health, dental, vision, life insurance, Flexible Spending Accounts, Short & Long Term Disability and more!
- 401k with a very generous employer match and no vesting!
- Paid Vacation & Holidays
- Profit Sharing
- Paid Parental Leave
- Subsidized Daycare
- Tuition Reimbursement
- Pet Insurance
- Subsidized food delivery
- Monthly celebrations
- Quarterly employee events
- Corporate Social Responsibility including recycling, sustainability and volunteering

KNAPP is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, age, national origin, veteran, disability status or any other basis protected by law.

Due to the safety-sensitive nature of this position, strict adherence to KNAPP's drug-free workplace policy is required. All candidates will be subject to drug-screening in accordance with the policy and will be expected to remain drug-free during their employment. There will be no exception if recreational or medical use of marijuana is permitted in the location of employment and/or residence or if use of marijuana is only during "off-hours."

Applications via
knapp.com/en/career