

JD - IT Delivery & Account Manager

The IT Delivery & Account Manager is responsible for leading the successful delivery of IT services and projects while maintaining strong relationships with key client stakeholders. This dual-role demands a proactive individual who can manage the end-to-end delivery lifecycle and serve as the primary point of contact for assigned client accounts, ensuring satisfaction, renewals, and growth.

Key Responsibilities:

Service Delivery Management:

- Lead and oversee the delivery of IT services and project engagements, ensuring on-time, within-budget, and high-quality outcomes.
- Collaborate with internal teams (engineering, architecture, support) to plan, execute, and monitor project milestones and service SLAs.
- Implement and improve delivery frameworks, processes, and governance models (e.g., ITIL, Agile, DevOps).

Client Account Management:

- Act as the main liaison between the client and internal teams, understanding business needs and aligning services accordingly.
- Develop and maintain long-term strategic relationships with key stakeholders in client organizations.

Business Growth & Relationship Development:

- Identify opportunities for account growth through upselling, cross-selling, and renewals.
- Support sales and pre-sales teams in crafting technical proposals, solution designs, and commercial offerings.
- Drive client satisfaction and loyalty through effective communication and issue resolution.

People & Resource Management:



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Registered office:
Devopstrio (India) Pvt.
Embassy Golf Links
Bengaluru, Karnataka

- Lead cross-functional teams, allocate resources, and ensure optimal team utilization across projects.
- Escalate and resolve issues related to performance, resource bottlenecks, and delivery risks.

Required Qualifications & Skills:

- Strong knowledge of IT service frameworks (ITIL), Agile project management, cloud technologies (Azure/AWS), and DevOps practices.
- Strong financial and commercial acumen with experience managing budgets, SOWs, and contracts.