IT Service Delivery Manager

Algoma Technology Services (ATS)

Location: Sault Ste. Marie, Ontario | Onsite

Employment type: Full-time, permanent

Reports to: Vice President of Operations

About the Opportunity

Algoma Technology Services (ATS) is seeking an experienced **IT Service Delivery Manager** to lead our Managed IT Services operations. Reporting to the Vice President of Operations, this role is responsible for overseeing IT service delivery, developing a high-performing technical team, and ensuring exceptional client service and operational performance.

The successful candidate will provide leadership across daily operations, technical service delivery, and project execution, while driving continuous improvement, operational efficiency, and adherence to industry best practices.

This is an **onsite management position based in Sault Ste. Marie, Ontario**, ideally suited to a results-oriented leader who combines strong people management skills, technical expertise, and a commitment to delivering outstanding client experiences.

Key Responsibilities

Team Leadership and Development

- Lead, coach, and develop a team of IT professionals, fostering a culture of accountability, collaboration, and continuous improvement.
- Establish clear performance expectations, provide ongoing feedback, and support professional development and career growth.
- Provide technical guidance and mentorship to strengthen team capabilities and support effective problem-solving.
- Promote knowledge sharing, consistent service practices, and a positive, results-oriented team environment.

Service Operations and Client Experience

- Oversee day-to-day IT service delivery, ensuring resources are effectively managed and client commitments are consistently met.
- Manage service performance, including service level agreements (SLAs), response and resolution times, and overall client satisfaction.
- Provide leadership in resolving complex technical issues and client escalations, ensuring timely communication and effective outcomes.

- Identify opportunities to enhance service quality, operational efficiency, and the overall client experience.
- Establish and maintain effective service delivery processes aligned with industry best practices.

Proactive Services and Technical Standards

- Oversee proactive IT services to ensure client environments are maintained in accordance with established technical and security standards.
- Ensure effective delivery of monitoring, maintenance, patching, backup, cybersecurity, and other managed services.
- Support ongoing technology assessments and continuous improvement initiatives to strengthen client environments.
- Maintain technical documentation, operational procedures, and service delivery standards.
- Identify opportunities to leverage technology, automation, and process improvements to enhance service reliability and efficiency.

Project Delivery and Technical Oversight

- Collaborate with the Project Management Office (PMO) to support successful project planning, execution, and delivery.
- Oversee technical resources assigned to projects, ensuring accountability for technical deliverables, quality, and timelines.
- Manage resource allocation and competing priorities across operational and project commitments.
- Ensure effective coordination and transition of new clients, services, and completed projects into ongoing support.
- Work collaboratively with internal teams to support client technology planning and strategic initiatives.

Operational Performance and Business Management

- Monitor and report on key service delivery metrics, team productivity, resource utilization, and operational performance.
- Use performance data to identify improvement opportunities and drive measurable results.
- Support effective resource planning, cost management, and operational efficiency.
- Collaborate with leadership to address service delivery risks, improve processes, and support business objectives.
- Contribute to operational planning and initiatives that support ATS's continued growth.

Qualifications and Experience

- Minimum five years of experience in IT operations, service delivery, or technical leadership, including demonstrated people management experience.

- Proven ability to lead, coach, and develop technical teams while establishing clear expectations and accountability.
- Strong technical understanding of Microsoft 365, IT infrastructure, networking, cybersecurity, backup and recovery, and managed IT services.
- Experience managing service level agreements, operational performance, client escalations, and competing priorities.
- Excellent communication, organizational, and problem-solving skills, with the ability to build strong relationships with clients and internal stakeholders.
- Demonstrated ability to improve service delivery processes, optimize resources, and drive operational improvements.

Additional Assets

- Experience working within a Managed Service Provider (MSP) environment.
- Familiarity with professional services automation (PSA) and remote monitoring and management (RMM) platforms.
- Knowledge of ITIL practices, IT service management frameworks, and service automation.
- Experience coordinating technical resources and supporting IT project delivery.

What Success Looks Like

Success in this role means leading a high-performing technical team, delivering a consistent and positive client experience, and driving continuous improvement across IT service operations. The successful candidate will balance operational excellence, employee development, technical oversight, and business performance while contributing to ATS's continued growth.

Why Join ATS

With over 40 years of experience, ATS is a trusted technology provider delivering managed IT, cybersecurity, telecommunications and integrated technology solutions to organizations across Canada.

You will join a collaborative management team with the opportunity to develop talented IT professionals, shape how services are delivered and contribute directly to the company's continued growth.

How to Apply

We welcome applications from experienced IT leaders who are passionate about developing people and delivering exceptional client service.

Email your application to hr@atstechnology.ca with the subject line "**IT Service Delivery Manager**".