



dacadoo is a very successful and fast growing IT company with headquarters in the city of Zurich as well as subsidiaries in the USA and Australia. The company operates worldwide and promotes digital transformation in healthcare with its lifestyle solutions. The corporate goal is to strengthen health and well-being through active engagement and artificial intelligence.

Service Delivery Manager 80-100% (m/f)

Your responsibilities

- Technical day-to-day contact of a customer / partner portfolio fostering a strong relationship
- Ensuring that provided services and delivery standards are met
- Support professional services team in test phase of new projects and take over lead in day-to-day issue management and release coordination starting with the deployment phase
- Coordinate releases of new features and language translations with customers

Your qualifications

- IT Experience with external customer facing roles
- IT project management
- Applied knowledge and understanding of the ITIL disciplines (i.e. problem, change and incident Management)
- Working experience with Jira and other Atlassian productivity tools.
- Client communication experience
- Fluent in English and German, further languages would be advantageous
- Strong team player with exceptional interpersonal and communication skills, customer-focused and service-based thinking

Your new employer

- Multicultural and international working environment
- Workplace in the city of Zurich
- Open corporate culture with a lot of personal responsibility
- Supportive and collegial environment
- Projects in the field of digital transformation

Pius Hefti, HR Manager looks forward to receiving your complete application to careers@dacadoo.com.