



<https://excelnearshore.com/job/delivery-manager-managed-services/>

Delivery Manager — Managed Services

Description

Excel Nearshore is looking for an experienced **Delivery Manager** to own the day-to-day health, performance, and growth of our **Managed Services** accounts. This is a client-facing, accountability-first role. You will be the primary point of contact for some of our most strategic clients — managing delivery teams in Costa Rica supported by Europe and India based teams, ensuring SLAs are met, and building the kind of trust that turns a three-year engagement into a ten-year partnership.

You will bring hands-on fluency with ITSM platforms — specifically ManageEngine and Jira Service Management — and a working command of service desk processes that goes beyond theory. You know how a well-run service desk operates, what breaks it, and how to fix it.

This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- End-to-end delivery accountability for a portfolio of managed services accounts — including help desk operations, ERP managed services (Oracle, Salesforce), and application support engagements
- SLA compliance and performance reporting — tracking, communicating, and owning resolution when commitments are at risk, using ManageEngine and Jira Service Management as the platforms of record
- ITSM process ownership — defining, documenting, and continuously improving incident management, problem management, change management, and service request fulfillment processes in line with ITIL best practices
- Service desk operations — overseeing L1, L2, and L3 support tiers, ensuring tickets are triaged, routed, escalated, and resolved within contracted SLA windows
- Client relationships at the director and VP level — serving as a trusted advisor, not just a project coordinator
- Team leadership for nearshore delivery teams in Costa Rica — hiring, onboarding, performance management, and retention
- Escalation management — you are the person clients call when something is wrong, and you are expected to own the resolution
- Tooling configuration and governance — ensuring ManageEngine and Jira Service Management instances are configured to reflect current SLA agreements, escalation paths, and reporting requirements for each client
- Continuous improvement — identifying delivery inefficiencies, proposing process improvements, and implementing changes without waiting to be asked.

What Success Looks Like in Year One

- All managed services accounts are meeting SLA commitments with zero surprises to the client
- ManageEngine and Jira Service Management instances across your

Hiring organization

Excel Nearshore

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Indefinite

Industry

Technology

Job Location

Costa Rica

Remote work from: Costa Rica

Date posted

May 21, 2026

account portfolio are clean, current, and configured to reflect actual contractual commitments

- ITSM processes for incident, problem, change, and request management are documented and consistently followed by delivery teams
- You have established direct, trusted relationships with key client stakeholders on every account in your portfolio.

Qualifications

- 7+ years of experience in technology services delivery, with at least 3 years managing managed services or outsourced IT engagements
- Hands-on experience with ManageEngine Service Desk Pro or ManageEngine ITSM — configuration, administration, reporting, and SLA rule management
- Hands-on experience with Jira Service Management — project setup, queue management, SLA policies, automation rules, and integration with development workflows
- Strong working knowledge of ITSM frameworks and service desk processes — incident management, problem management, change management, service request fulfillment, and knowledge management
- Proven track record managing client relationships at the director level and above — you are comfortable in a boardroom and on a factory floor
- Experience managing distributed or nearshore delivery teams — you understand the cultural, logistical, and communication dynamics of cross-border delivery
- Familiarity with at least one of our core delivery areas: Oracle EBS, Salesforce, help desk operations, application managed services, or cloud platform support
- Ability to read and interpret SLA reports, ticket aging data, and service desk KPIs — and translate them into clear client communications and internal action plans
- Excellent written and verbal communication — you can write a clear escalation update, run a QBR, and have a difficult conversation with a client without losing the relationship.

Contacts

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