

Matas Group is looking for a Service Delivery Manager

– IT Operations (Nordics)

Role Overview

As Service Delivery Manager, you will be the primary contact for our strategic IT infrastructure partners. You will ensure stable delivery service, drive continuous improvement, and support key infrastructure projects across the region.

Key Responsibilities

- Act as the main liaison for external IT infrastructure partners (datacenter, network, firewall).
- Ensure services are delivered in line with SLAs and KPIs.
- Coordinate infrastructure-related projects and optimization efforts.
- Monitor service performance and escalate issues as needed.
- Lead service review meetings and drive improvement actions.
- Support compliance and license coordination with partners.
- Align service delivery with business needs and IT strategy.

Requirements

- Proven experience in IT service delivery or infrastructure management.
- Strong background in vendor/partner management.
- Familiarity with datacenter operations, networking, and firewall technologies.
- Experience managing services across multiple countries.
- Excellent communication and stakeholder management skills.
- Fluent in English; proficiency in a Nordic language is a plus.

Personal Attributes

- Structured and proactive.
- Strong interpersonal and collaboration skills.
- Able to work independently and manage remote relationships.
- Solution-oriented with a focus on service quality and business alignment.

What We Offer

- A key role in shaping IT operations across the Nordics.
- A collaborative and open culture with room to grow.
- Flexible working conditions and development opportunities.
- Employee discounts and access to Matas Academy training.

Further information

- Head of IT Operations, Kenneth Riis - Mail: Kenneth.Riis@matasgroup.com - Tel.: 45 22225171.