

Service Delivery Manager - eDiscovery

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Company: Relativity

Location: Poland

Category: other-general

Location: Remote Poland

Department: Relativity Service Delivery

Work Status: Full-time

Location Type: Remote

Overview

Are you looking to be in a workplace where colleagues inspire one another? Are you interested in competitive and impactful benefits? Do you prefer flexible work arrangements? The Service Delivery Management Team proactively supports our customers in meeting their goals and overcoming any technical challenges encountered using the Relativity suite of products. As a member of the Service Delivery Team, the Service Delivery Manager (SDM) works proactively with our customers to ensure strong outcomes with key customer projects, goals, and KPIs. The SDM is responsible for developing an account plan and strategy for leveraging the Relativity platform to achieve the customer's desired objectives. The SDM performs ongoing technical account oversight and manages the technical relationship with the customer. In this role you will be required to work cross-functionally and apply critical thinking skills to solve problems and guide internal stakeholders to appropriate solutions for our business and customers.

Role Responsibilities

Develop a strong understanding of projects impacting your service area and ensure service

impact is minimized

Help guide the resolution of critical customer incidents

Contribute to and follow Knowledge-Centered Support (KCS) processes and best practices

Be accountable for the quality of Service provided; ensuring future demand from growth and projects is understood and factored into capacity planning for customers

Commitment to and consistent demonstration of core company values

Drive internal service review meetings covering performance, service improvements, quality, and process

Partner with other senior-level team members, Product, Operations and Engineering as needed to troubleshoot and resolve customer incidents

When interacting with our customers, take the initiative to provide the best practices on the use of Relativity

Maintain the flexibility to work any on-call schedules, or other time frames as needed or requested

Qualifications:

4+ years of technical experience working with Relativity in a customer-facing role

Strong written and verbal communication skills

Ability to work efficiently under pressure, drive projects to completion and meet deadlines.

Ability to manage multiple projects simultaneously and prioritize based on company and team objectives.

Meticulous attention to detail.

Experience working in SaaS, IaaS and/or Hybrid environments.

Experience with and knowledge of e-discovery industry and products.

#LI-Remote

Compensation:

Compensation Relativity is committed to competitive, fair and equitable compensation practices.

This position is eligible for total compensation which includes a competitive base salary, annual performance bonus target of 10%, and long-term incentives. The expected salary range for this role is between 175 000 and 263 000 PLN gross/year (Employment Contract). The final offered salary will be based on several factors, including but not limited to the candidate's depth of experience, skill set, qualifications, and internal pay equity. Hiring at the top end of the range would not be typical, to allow for future meaningful salary growth in this position.

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Cross References and Citations:

1. **Service Delivery Manager - eDiscoveryTokyojobsJobs Poland Tokyojobs** ↗
2. **Service Delivery Manager - eDiscoveryBouncerjobsJobs Poland Bouncerjobs** ↗
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