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Regional IT Service Delivery Lead

Description

The Regional IT Service Delivery Lead is a senior leadership role responsible for owning end-to-end IT service delivery across India and the wider APMEA (Asia Pacific, Middle East & Africa) region. The role leads a large, geographically dispersed team of on-site and remote support engineers spanning multiple countries and time zones, drives service excellence across Level 1 and Level 2 operations, and acts as the primary IT leadership interface for regional business stakeholders. The Lead is accountable for service quality, SLA performance, team development, vendor governance, and continuous improvement across the region. Beyond technical delivery, the role carries a clear people leadership mandate — building, coaching, and retaining a high-performing multi-country team — and a strategic dimension, aligning regional IT delivery with global standards and long-term business objectives.

Responsibilities

- Regional IT Service Delivery Ownership (25%), Regional People Leadership & Team Development (20%), Reporting, Analytics & Continuous Improvement (15%), Service Quality, Governance & Compliance (15%), Strategic Planning, Vendor & Budget Management (10%), Regional Strategy & Stakeholder Engagement (15%),

Qualifications

- Minimum 10 years of progressive IT service delivery experience, including at least 3 years in a people management or team lead role with direct reports across multiple countries and locations.
- Solid understanding of infrastructure and End-User Computing (EUC) service delivery.
- Excellent analytical and problem-solving skills with a structured, data-driven approach.
- In-depth knowledge of networking, desktop engineering, datacentre systems, and associated technologies.
- Proven experience supporting desktops, laptops, and printers in small-to-mid-sized, geo-diverse environments.
- Strong working knowledge of ITSM-based ticketing tools such as ServiceNow, Remedy, SD+, ManageEngine, or equivalent. Experience managing IT service delivery in a regional or multi-country context, ideally across India and the APMEA region; familiarity with India and APMEA IT markets, labour regulations, and business cultures is a strong advantage.

Hiring organization

cannyfore

Employment Type

Contractor

Job Location

Gurugram

Experience

8-10 Years

Date posted

October 23, 2026