

# Service Delivery Manager

*Are you an experienced and driven IT Service Management professional who wants to leave your mark on the global energy industry? If so, we want to hear from you!*

## **Your position**

In your new position as Service Delivery Manager in the IT division, you will be a valuable member of the dedicated IT Services team whose mission is to transform how Semco Maritime delivers IT – from a traditional support function into a modern, user-centric service organisation delivering scalable, standardised, and business-aligned IT services.

You will have the chance to shape and drive our ITSM strategy at a pivotal time, as Semco Maritime accelerates its international growth and deepens its involvement in defence activities. At Semco Maritime safety is a core value, and in this role, you will contribute to maintaining and promoting a strong safety culture while delivering innovative solutions.

Your place of work will be at our Global HQ in Esbjerg or our Copenhagen office at Nordhavn. The position is full-time, and you can expect from 10-30 travel days per year.

*"This is a unique opportunity to shape how IT services are delivered across our international organisation – combining strategic thinking with real hands-on impact."*

*– Renny Ulka, Senior Manager, Operation & Service*

## **Your tasks & responsibilities**

As a Service Delivery Manager, you will be responsible for maturing our IT Service Management capabilities and driving organisational change across our global IT function.

Your tasks will include but are not limited to:

- Driving the development and execution of our ITSM strategy, establishing a modern approach to service delivery
- Creating a Service Introduction framework to ensure projects are operational, maintainable, and supportable after go-live
- Strengthening processes and collaboration – ensuring we operate as one unified team
- Transforming our ITSM platform into a data-driven, automated backbone for workflows, processes, and service delivery
- Developing a global IT support organisation and integrating the German support team to operate seamlessly as one unit
- Managing external vendors operationally, technically, and commercially
- Supporting and adhering to health, safety, and environmental standards in all activities

## **Your profile & qualifications**

We are looking for an inspiring and structured IT professional who is passionate about service excellence and wants to leave their personal mark on a growing international organisation. You have a proactive and analytical approach to your work and are eager to drive real organisational change.

To succeed in this position, we imagine that you have:

- A user-first mindset with the ability to understand and translate business needs into clear, well-defined services
- An analytical and structured working style with the ability to thrive in complex, multi-stakeholder environments
- Solid experience in IT Service Delivery and Service Management
- Deep understanding of ITIL and preferably hands-on experience with ITSM platforms
- Proven leadership skills with experience developing global teams and driving organisational change
- Familiarity with IT/OT boundary management and security considerations relevant to energy and defence environments is preferred.

## **Welcome to Semco Maritime**

At Semco Maritime, we create change. For people. For projects. And for the global energy sector. With us, you will join a community of over 2,300 of the most dedicated thinkers and doers in the energy industry who are driving real change and making their own personal mark on the global energy landscape.

While everyone knows *why* the energy transition is vital, we are concerned with the journey. *How* to get there. By providing the answers needed to make change real. Because we believe that global energy ambitions can only be realized through hard work and clever pragmatic solutions. This is what we do. This is what we invite you to participate in.

Safety is at the core of everything we do, and we are committed to protecting our people, partners, and the planet as we work towards a sustainable energy future.

So yes, working for us will change the energy sector – and may well change you too.

Care to join the movement?

**Change. With us.**