REFERENCE NR	:	**VAC00728/22**
JOB TITLE	:	**Advanced Operational: LAN Service Management Coordinator**
JOB LEVEL	:	**C1**
SALARY	:	**R 217,229 – R 362,048**
REPORT TO	:	**Specialist Service Level Management**
DIVISION	:	**Service Management**
Department	:	**End User Computing**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**3 years - Fixed term contract (Internal & External)**

Purpose of the job

Manages the incident, problem and change processes to restore normal service operation as quickly as possible to minimize the impact to business operations which includes co-ordination and management of major Incidents; detection & recording of Incidents; development of incident reporting; Implementation of daily monitoring; Incident Escalation and Resolution; reporting on incidents, investigation and analysis of problem management and root cause analysis. Co-ordination of Disaster recovery plans and procedures. Development of risk and mitigation plans. Development of operational processes and response to operational audit queries and reporting.

Key Responsibility Areas

Co ordinate and Manage major Incidents. Detection & Recording of Incidents. Development of Incident Reporting. Implementation of daily monitoring. Incident Escalation and Resolution. Co ordination of Urgent Change Management. Development of Change management Reports. Co ordination of DR Plans. Co ordination of audit realted calls. Development of weekly/monthly server availability information. Maintenance of the server custom props. Reporting and Communication.

Qualifications and Experience

Minimum: Matric or Grade 12 plus 1 to 2 years National Higher Certificate in Information Technology NQF level 5. And certificate in ITIL foundation.

Experience : 1 to 2 years experience in incident, problem management and change management, service level management reporting , including development of related operational processes, risk plans and mitigations and response on operational audit queries.

Technical Competencies Description

Knowledge of: Change/Incident/Problem Management experience. Development of risk planning and mitigation. Development of operational auditing requirements. Working knowledge of Incident/Problem/Change Management frameworks such as ITIL, TQM or ISO 9000:2000 (certification not required.). Good SQL skills to manage DB and scripts. Proven communication skills with multiple levels of an organization. Strong influencing and relationship

management skills. Excellent ability to manage multiple high priority efforts/ competing priorities and flexibility to adjust to changing requirements, schedules and priorities. Communication Skills (written & verbal). Interpreting Data. Examining Data. Documenting Facts. Attention to Details. Business Writing Skills. Experience of Change Management Principles, methodologies and Tools.

Skills: Customer Experience, Communicating and Influencing, Outcomes driven, Innovation, Planning and Organising.

Other Special Requirements
N/A

How to apply

Kindly send your CV to: Malebo.recruitment@sita.co.za

Closing Date: 14 July 2021

Disclaimer