



VACANCY

REFERENCE NR	:	VAC00764/22
JOB TITLE	:	Consultant Client Relationship Management
JOB LEVEL	:	D2
SALARY	:	R 424 978 - R 708 297
REPORT TO		Lead Consultant CRM
DIVISION	:	PLC: KZN
Department	:	Prov KZN PLC (Customer Operations)
LOCATION	:	Pietermaritzburg, KwaZulu-Natal
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide organisational capabilities and services to internal and external customers from conception to delivery thus maximizing customer understanding, build customer relationship and improve customer satisfaction with the aim of increasing profitability for SITA. To oversee, manage and execute projects / activities to establish relationship, monitor, measure, and maintain client contracts, in accordance with legislative requirements and best practices, to ensure that requirements are met.

Key Responsibility Areas

- Drive portfolio of customers in the assigned cluster to determine and assess existing customers needs with the desired ICT requirements profile per cluster customer to provide effective solution approach to deliver within existing contractual constraints, policies and SITA commercial service catalogue;
- In collaboration with service owners, including senior management and key stakeholders, drive the implementation of targeted digital products and solutions for each cluster customer;
- Build, manage and maintain strategic relationships with Government Departments (i.e. SITA service owners) to continuously sustain the SITA business;
- Perform analysis on cluster needs and requirements in collaboration with Business Development team and other internal and external key stakeholders;
- Perform SLA management, monitoring and review;
- Provide management support and ensure implementation, adherence and compliance to the Engagement management methodologies and regulations;
- Manage, coordinate, analyse and identify the risks to minimise the service gaps and with the aim of achieving the agreed service levels;
- Provide inputs into the budgeting process and plan and drive the achievement of the targeted revenue as well as monitoring/controlling the budget to ensure that the expenditure is within the approved Budget.

Qualifications and Experience

Minimum: Bachelor Degree in Information Technology OR Computer Science OR Bachelor degree in Commerce OR Marketing OR Business Administration OR Economics / BTech (at least NQF 6).

Experience : 6 - 7 years working sales and IT experience in the engagement management/ relationship management and/or project management at a Senior Management level of managing Sales. The incumbent will be required to consult and interact with relevant Government Officials, GITOC Bodies, Government Governance bodies, industry partner, standards generating bodies, accreditation and certification bodies at a senior management and executive level. The incumbent will be required to participate and provide input in implementation of Customer related strategies, SITA Sales Methodology and Sales Process. Must have strong sales and business management skills.

Technical Competencies Description

Knowledge of: Customer service management; Government Information Management; Business Development; Information Technology management; ICT solutions and services; Project Management methodology; Enterprise Project Management; Project Management Life-cycle; Knowledge of IT, Government ICT procurement processes, PFMA, SITA Act and Regulations; Basic understanding of Contracts, Strategic Planning and ITIL knowledge; Sales methodology and process; Application of project management methodology; Financial management principles methodology; Government Business Reference Model; Policy Review & Implementation; Business writing; Strategic Selling; Presentation Skills; Marketing & Sales Strategy Skills.

Skills: Business Writing, Customer Relationship Management, IT Project Management, IT Service Management, Project/Programme Management, IT Risk Management, and Vendor/Supplier Management.

Leadership Competencies: Customer Experience, Collaboration, Communicating and Influencing, Outcomes driven Planning and Organising, Creative Problem Solving, Decision-making, Responding to Change and Pressure

Other Special Requirements

N/A

How to apply

Internal candidates must apply using this email address: ncami.internalkznrecruitment@sita.co.za

External candidates must apply using this email address: kznrecruitment@sita.co.za

Closing Date: 24 May 2021

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only. Preference will be given to members of designated groups.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant`s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicant`s documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.
- CV`s sent to incorrect email address will not be considered

