VACANCY

REFERENCE NR	:	**VAC02108**
JOB TITLE	:	**Consultant EUC Information System Security Operations**
JOB LEVEL	:	**D2**
SALARY	:	**R 473 287 - R 788 812**
REPORT TO	:	**Senior Manager: End User Computing**
DIVISION	:	**SM: Exec Service Management**
Department	:	**End User Computing**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**Permanent (Internal & External)**

Purpose of the job

To maintain and gradually improve business aligned IT service quality, through a constant cycle of managing, agreeing, monitoring, reporting and reviewing EUC security services and related IT service achievements and through instigating actions to eradicate unacceptable levels of service. The EUC Security Services process will primarily cover activities outside the organization at a client level to ensure client service level are maintained for EUC Security Services. Although it is recognized that many services may be impacted by problems outside the organization, the role of EUC Security Services will be to make a best effort to manage and coordinate activities where authorized. EUC Security Services will manage provision and maintenance of the EUC Security Services infrastructure, support and associated services in the client's enterprise or LAN environment and ensure optimal performance of security systems.

Key Responsibility Areas

Manage and ensure consistent implemention of the   Security Service management operational plan, standards, policies and processes across SITA; Provision and Maintaining for Security management Services; Manage Security Services and Support Service Delivery; and Management of human resources within the allocated ICT environment.

Qualifications and Experience

Minimum: 3 year National Degree in Computer Science, business studies, and/or IT/ related fields, (NQF level 6). ITIL foundation will be an added advantage. S+, and Certified information system security professional (CISSP) or Certified Information Security Management will be an added advantage.

Experience : 6-7 years experience in the respective field, including 3-5 years'experience as a Manager/ Specialist with general management, business support/operations in a Corporate/Public Sector Organisation.

Technical Competencies Description

Knowledge of: Organizational Awareness: IT and Government Industry. IT Products and Services. An in-depth knowledge of: Security Service Management Pre and Post sales negotiation. Security Service Management service

offerings. Performance Management. Contracts and Service Level agreements. Capex and Opex Management. Stakeholder management. Total Quality Management. Configuration and Asset Management. Problem Management. LAN Performance toolsets. Service Level Management. Incident Management. Risk Management Planning/Analysis/Response. A solid understanding of: Knowledge of hardware and software support for client system/solutions, Mentoring and Coaching of Consultant. Managing through evolving technologies. Managed various technologies. High level Knowledge of Service Management systems (ie: ASPECT /ARS/ITSM7) or equivalent applications. ICT Trends. Project Management. Understanding of Quality assurance standards. Various and relevant legislations: King Code III Financial legislation: Public Finance Management Act (PFMA), National Treasury.

Skills: Application Development, Business Analysis, Business Continuity, Enterprise ICT Governance (Policies & Legislation), IT Service Management, Network/Infrastructure Management, IT Risk Management, Software Quality Management.

Leadership Competencies: Customer Experience, Collaboration, Communicating and Influencing, Outcomes driven, Innovation, Planning and Organising, Creative Problem Solving, Bimodal IT Practice, Decision-making

Other Special Requirements
N/A

How to apply

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

Closing Date: 19 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