



VACANCY

REFERENCE NR	:	1833, 1962 & 2285
JOB TITLE	:	Consultant: End User Computing X3
JOB LEVEL	:	D1
SALARY	:	R 303 767 – R 506 279
REPORT TO	:	Senior Manager: End User Computing
DIVISION	:	Provincial and Local Consulting
DEPT	:	KZN - EUC/LAN & Desktop
LOCATION	:	KwaZulu Natal
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

Manage the provisioning of End User Computing Services, planning, coordinating, monitoring and controlling of all support services, systems, servers and other LAN infrastructure related services. Manage the End User Computing Services the maintenance, support services relating to all LAN Infrastructure Services Manage the availability of the services according to prescribed procedures, policies, standards and SLA's. Manage the design, planning, acquisition, implementation, maintenance and Support relating to the all LAN Infrastructure Services. Manage the resolution of hardware and software service requests, incidents and problem resolutions within the LAN infrastructure environment.

Key Responsibility Areas

- Manage the provision of desktop support services;
- Facilitate the implementation of Desktop management Operational plan, processes, policies and standards;
- The design, implementation, customization and maintenance of the Remote Software deployment strategy;
- Incident Management;
- Coordinate all installations and fixes for desktop computers, printers, telephones, software, peripherals, etc. for Departments;
- Management of the Desktop Management team.

Qualifications and Experience

Required Qualification: National Diploma /Degree in IT or Computer Science or IT related fields (NQF level 6).

Experience: 5 - 6 years' experience in the End User Computing and related LAN Infrastructure services • 3 years' experience as a Senior Specialist, Senior Specialist EUC Support Engineer, Consultant Network Engineer, Management in a corporate or public sector organization • Experience in working within the ITIL Framework for Incident, Problem, Change, or Service Request Management. • Experience in the design, planning, implementation of ICT solutions and services.

Technical Competencies Description

Knowledge of: Human Resources management 1. Manage resources on a day-to-day basis in accordance with the organizational Human Capital management practices, including: Job Profile requirements,

Strategic Performance Objectives/Plans, Personal Development Plan, Employee relations, Training and Development, Performance Management. 2. Manage, monitor and control performance in according to SITA policies and procedures; performance requirement within the Service level agreement Financial Management: 1. Develop, monitor and manage the department budget in line with policies and procedure within the organisation. Budgeting, revenue planning, monitoring expenditure, Internal and External Service Project SLA Management 1. Plan, coordinate and manage the provision of effective maintenance, support within the environment in accordance with Service Level Agreement to ensure optimal performance and availability of the customers ICT infrastructure. Risk Management 1. Identify, monitor and implement a departmental risk management plan; to pro-actively identify and manage risk that might affect performance and delivery of services to the clients. Financial Management: 1. Budgeting, monitoring, expenditure, Internal and External Service Project 2. Develop, monitor and manage the department budget in line with policies and procedure within the organisation Project Management 1. Manage and Monitor the ICT design team to ensure that the solution provided addresses the User requirements 2. Coordinate and manage the ICT planning and implementation team to ensure that the deliverables are met according to agreed timeframes. Additional Information: • Contribute to the development of the Divisions business plan • Development of the ICT operational plan • Vendor management • Supply Chain Management.

Skills: Application Development; Application Maintenance and Support; System Maintenance & Support; Business Analysis; Business Continuity; Business Intelligence & Analytics; Customer Advocacy Management (Consultancy); Customer Relationship Management; Database Administration; Database Management; Enterprise ICT Governance (Policies & Legislation); Network/Infrastructure Management; Software Quality Management; and Vendor/Supplier Management. Leadership Competencies: Customer Experience; Collaboration; Communicating and Influencing; Outcomes driven; and Innovation. Interpersonal/behavioural competencies: Active listening; Attention to Detail; Analytical thinking; Continuous Learning; Disciplined; Empathy; and Stress Management.

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: 09 March 2021

Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only.

- 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 applicants` documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be accepted
- CV`s sent to incorrect email address will not be considered

