REFERENCE NR	:	VAC01359/22
JOB TITLE	:	Consultant End User Computing
JOB LEVEL	:	D1
SALARY	:	R 531 759 – R 797 639
REPORT TO	:	Senior Manager EUC
DIVISION	:	Service Management
DEPT	:	End User Computing
LOCATION	:	SITA Erasmuskloof
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; and
- Management of the Desktop Management team.

Qualifications and Experience

Minimum: Grade 12 plus Degree/ National Diploma in IT or Computer Science or IT related fields (NQF level 6.

Certification: N+ and international examination passed A+ and international examination passed CCNA/MSCE

Experience: 5 - 6 years' experience in the End User Computing and related LAN Infrastructure services. 3 years' experience as Specialist, EUC Support 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

Extensive knowledge of enterprise class desktop software such as Windows 7, Mac OS X, Linux Red Hat, antivirus, remote management and troubleshooting, asset management and inventory, printing and call centers. General desktop support knowledge including hardware, software, and networking concepts. Knowledge of ITIL concepts including Service Management and Service Delivery. Knowledge of TCP/IP protocol, routing concepts, and troubleshooting. An advanced knowledge of network management software, concepts, and troubleshooting techniques.

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, Vendor/Supplier Management.

Interpersonal/behavioural competencies: Active listening, Attention to Detail, Analytical thinking, Continuous Learning, Disciplined, Empathy, Stress Management

Other Special Requirements
N/A.

How to apply

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

Closing Date: 06 October 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 applicants 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