



## VACANCY

REFERENCE NR	:	VAC04826
JOB TITLE	:	Consultant: Service Delivery
JOB LEVEL	:	D1
SALARY	:	R 323,876 - R 539,794
REPORT	:	Lead Consultant: Service Management
DIVISION	:	Service Management Centre
Department	:	Service Management
LOCATION	:	Centurion; Pretoria
POSITION STATUS	:	Fixed Term contract – 12 Months (Internal/External)

### Purpose of the job

To support in the development, establishment and maintenance of Service Level Agreements, Operational Level Agreements, Underpinning Contracts and Project Charters related to Service Management Centre services with the key objective of ensuring the consistent and efficient support and services are provided to customers through communication ,negotiation ,measurement and management of service levels including assisting in the development and implementation of continual service improvement initiatives.

### Key Responsibility Areas

Development, implementation and management of delivery of Service Management Centre (SMC) services in line with aligned to ITIL methodologies in order to perform end-to-end service management functionality. Management of the Service Delivery for direct and embedded Service Management Centre services to customers. To plan organize lead and direct all components of the Service Delivery related to Service Management direct and embedded services including vendor management. To design, develop, implement and maintain Service Management Reporting platforms. To develop and maintain costing and pricing models for Service Management Centre Services. Responsible for communication and measurement of service level performance for Service Management Centre customers.

### Qualifications and Experience

**Minimum:** National Diploma/ Degree in IT and/or equivalent. ITIL Foundations Certification will serve as an added advantage.

**Experience:** 6-7-year experience in Service Management principles aligned to good practice methodologies, Service Level Management practice, performance reporting principles, in Customer Service Level and Relationship management, project and financial management principles.

### Technical Competencies Description

**Knowledge of:** Understanding and practice of ICT recognised Project management; Risk & Issue management; Understanding of Financial management; Understanding of Information Management; Excellent understanding of Service Delivery aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards.

**Skills:** Good communication both written and verbal; Good interpersonal skills; Good problem analysis and solving skills; Good negotiation skills; Service / Process performance monitoring, evaluation and reporting.

### Other Special Requirements

N/A

### How to apply

Kindly send your CV to [Tshidi.Recruitment@sita.co.za](mailto:Tshidi.Recruitment@sita.co.za)

**Closing Date: 05 November 2015**

## 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