



## VACANCY

REFERENCE NR	:	2279/21 & 2280/21
JOB TITLE	:	Consultant Service Delivery X2
JOB LEVEL	:	D1
SALARY	:	R 323 876 - R 539 794
REPORT TO	:	Lead Consultant: Service Management
DIVISION	:	Provincial and Local Consulting
DEPT	:	Service Management
LOCATION	:	SITA KZN
POSITION STATUS	:	Permanent (Internal & External)

### Purpose of the job

To ensure the delivery of for Service Management Centre services to customers through development, establishment and maintenance of Service Level Agreements, Operational Level Agreements, Underpinning Contracts and Project Charters with the key objective of ensuring that consistent and efficient support and services are provided to customers through communication, negotiation ,measurement and management of service levels including 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 develop and implement Service Management Centre Service Delivery Processes and ensure compliance;
- 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; and
- Resource Management.

### Qualifications and Experience

**Minimum:** 3-year National Diploma or Degree in IT or related fields and ITIL Foundations Certification.

**Experience:** 5 -6 years' experience in Service Management principles aligned to good practice methodologies, Service Level Management practice, service level performance reporting principles, Customer Service Level and Relationship management and project and financial management principles.

## Technical Competencies Description

**Knowledge of:** Processes development and implementation. Understanding of Service Delivery aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards. Understanding continual improvement through service/process monitoring and evaluation. Understanding and practice of Project Management. Understanding of the ICT Industry and the value of convergence Understanding of customers business and how IT contributes to the delivery of that product or service. Understanding of statistical and analytical principles and processes. Contract Management. Knowledge Management Programme and Project Management. Good Risk & Issue management. Good understanding of Financial management. Good understanding of Information Management Excellent understanding of Service Delivery aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards. Excellent understanding of continual improvement through service/process monitoring and evaluation. Excellent Service / Process performance monitoring evaluation and reporting. Excellent understanding of Service Level Management. Excellent understanding of Proposal and Service Level. Agreement development.

**Skills:** Business Analysis; Business Continuity; Business Development; Business Intelligence & Analytics; Customer Advocacy Management (Consultancy); Customer Relationship Management; IT Project Management; IT Service Management; Product & Service Lifecycle Management; IT Risk Management; and Vendor/Supplier Management.

**Leadership Competencies:** Customer Experience; Collaboration; Communicating and Influencing; Honesty, Integrity and Fairness; Outcomes driven; Innovation; Planning and Organising; Creative Problem Solving; and Managing People and Driving Performance. Interpersonal/behavioural competencies: Active listening; Attention to Detail; Analytical thinking; Continuous Learning; Disciplined; Resilience; and Stress Management.

## Other Special Requirements

N/A

## How to apply

Internal candidates must apply using this email address: [Ncami.internalkznrecruitment@sita.co.za](mailto:Ncami.internalkznrecruitment@sita.co.za)

External candidates must apply using this email address: [Kznrecruitment@sita.co.za](mailto:Kznrecruitment@sita.co.za)

**Closing Date: 26 February 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.