



VACANCY

REFERENCE NR	:	7337, 38, 39 7703
JOB TITLE	:	Consultant: Service Delivery X4
JOB LEVEL	:	D1
SALARY	:	R 323,876 - R 539,794
REPORT TO	:	Lead Consultant: Service Management
DIVISION	:	Service Management
DEPT	:	Service Management Capability
LOCATION	:	SITA Centurion
POSITION STATUS	:	Fixed Term Contract – 12 months (Internal & External)

Purpose of the job

To provide service delivery for Service management centre services customers through development, establishment and maintenance of service level agreements, operational level agreements, underpinning contracts and Project charters with the key objectives of ensuring that consistent and efficient support and services are provided to customers.

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: National Diploma or Degree in IT or related fields and ITIL Foundations Certification.

Experience: 6-7 Years' Experience In Service Management Principles Aligned To Good Practice Methodologies.

- Experience In Service Level Management Practices, Service Level Performance Reporting Principles, Customer Service Levels And Relationship Management, Project And Financial Management Principles.

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.

Skills: Good understanding and practice of ICT recognized 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; Excellent Communication skills; Excellent Negotiation skills; Excellent analytical thinking, problem solving and decision making; and Excellent Conflict Management skills.

Other Special Requirements

N/A

How to apply

Kindly send your CV to Tshidi.recruitment@sita.co.za

Closing Date: 19 December 2019

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.