



VACANCY

REFERENCE NR	:	C. SD_12_2018
JOB TITLE	:	Consultant: Service Delivery
JOB LEVEL	:	D1
SALARY	:	R 323 876 - R 539 794
REPORT TO	:	Lead Consultant: Service Management
DEPT	:	Western Cape: Provincial & Local Consulting
LOCATION	:	SITA Western Cape
POSITION STATUS	:	Fixed Term Contract – 3 years (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. Manage complex projects to ensure service delivery.

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;
Manage the supporting teams' tasks and activities;
Attend IT Steering Committee/ Attend IT Strategic Committee meeting;
Monitor service levels/ monitor incident management/ problem management/ escalations;
Liaison and coordination with 3rd-party ICT vendors (give advice in meetings with them);
Coordination between different SITA services (Single Point of Contact Technical)
Manage and visit multiple sites;
Provide information for effective decision making supporting continual service improvement;
Ensuring improved transparency and effective monitoring and evaluation of services rendered; and
Working on exceeding customer expectations by resolving escalations and providing continuous improvement

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 implementation and application of Service Delivery and Service Level Management processes and supporting technology, i.e (ITIL, Cobit, ISO), working in a team and involvement in project management delivery concepts and dealing with customers, 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: Excellent Communication skills; Excellent Negotiation skills; Excellent analytical thinking, problem solving and decision making; Excellent Conflict Management skills;

Excellent customer relationship skills /experienced customer relationship manager in complex ICT environment;

Good telecoms product and knowledge of customer's IT systems and applications is required;

Business background to enable understanding of customer priorities and

Strong people and project management skills are essential.

Other Special Requirements

Broadband Knowledge

How to apply

Kindly send your CV to wcrecruitment@sita.co.za

Closing Date: 21 December 2018

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