VACANCY		

REFERENCE NO	:	**Exec_ITSM_04/2020**
JOB TITLE	:	**Executive IT Service Management**
JOB LEVEL	:	**E5**
SALARY	:	**Negotiable**
REPORTS TO	:	**Executive Caretaker**
DIVISION	:	**IT Service Management**
LOCATION	:	**Erasmuskloof, Pretoria**
POSITION STATUS	:	**FIXED TERM CONTRACT – 5 YEARS**

Purpose of the job

The role will define the direction, objectives, strategies, implementation of ICT Service and Security Management and continuously refine SITA's service offering to anticipate customer needs. The role also drives management of the organizational life cycle of all SITA products at all stages of the product lifecycle and service life cycle.

Key Responsibility Areas

Provide strategic direction and oversee provisioning of the IT Service Management function that includes the development of service strategy, service design, service transition and service operations to ensure continuous improvement of service;

Provide strategic direction and oversee the service management and delivery of SITA Internal IT services, ensuring end-to-end availability of services in line with time, budget, quality targets and acceptable standards, and maintaining business continuity in the client environment;

Ensure the management of product, service and solutions catalogue and proposal development of SITA;

Drives implementation of the IT security strategy to allow SITA to efficiently and proactively develop and deliver a secure environment;

Financial and business management; and

Human Capital Management.

Qualifications and Experience

Minimum Qualifications: Degree in Computer Science / Engineering / equivalent and a relevant honours degree; MBA will serve as an added advantage.

Experience:

12+ years of professional experience in a technical role in IT service management (ICT service delivery management, ICT security, product and service Life-Cycle Management, Packaging, Costing and Pricing ICT Services, etc.) in an ICT organization plus 3+ years working experience at an Executive Management level.

The experience should include:

5+ years in senior technical operations management in one or more of the following:

- ✓ Experience with ICT Services; (Hosting - Cloud, Mainframe and traditional, Networks, LAN & Desktop, Application Development, Maintenance and Support.

- ✓ Experience with Packaging, Costing and Pricing ICT Services
- ✓ Experience in developing and implementing IT service delivery and operating models.
- ✓ Combination of risk management and ICT Security
- ✓ Experience in product and service Life-Cycle Management
- ✓ Experience in ICT Services management
- ✓ Experience of leading in an agile environment with understanding of agile principles and proven track record in their application.
- ✓ Experience in managing, monitoring and reviewing complex operational service delivery and a programme of ICT projects and developments.
- ✓ Ability to work with key vendor partners on shaping the product direction in support of both business and technology needs while ensuring a robust and cost-effective computing environment.

Technical Competencies Description

Knowledge of: WAN and LAN infrastructure; LAN & Desktop based Security solutions and devices; Messaging services; Data management backup principles; IT and Government Industry; IT Products and Services; ICT technologies, legislation, policies and procedures; PFMA and government procurement procedures; Security best practices, principles, and common security frameworks; Digital industry; Outstanding Risk management; Strategic policy formulation and implementation; Performance management and monitoring.

Skills: Financial management; Contract negotiation procedures; Stakeholder management; Vendor management; Interpersonal skills; Excellent management skills with the ability to create a positive, collaborative work climate; Managing teams, coaching and mentoring individuals; Strong problem solving skills.

How to apply

Kindly forward your CV to: Sophia.recruitment@sita.co.za stating the position applying for and the relevant reference number

Closing Date: 23 April 2020

Disclaimer

SITA is an Employment Equity employer and these positions will be filled based on Employment Equity Plan. 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 the 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; and
- Applications from Recruitment Agencies will not be considered.