



## VACANCY

<b>REFERENCE NR</b>	<b>:</b>	<b>HOD_EUC 02/2021</b>
<b>JOB TITLE</b>	<b>:</b>	<b>Head of Department: End User Computing</b>
<b>JOB LEVEL</b>	<b>:</b>	<b>E2</b>
<b>SALARY</b>	<b>:</b>	<b>Negotiable</b>
<b>REPORT TO</b>	<b>:</b>	<b>Executive: Service Management</b>
<b>DIVISION</b>	<b>:</b>	<b>Service Management</b>
<b>DEPT</b>	<b>:</b>	<b>End User Computing</b>
<b>LOCATION</b>	<b>:</b>	<b>Pretoria, Erasmuskloof</b>
<b>POSITION STATUS</b>	<b>:</b>	<b>5-year Fixed Term Contract</b>

### Purpose of the job

Provide strategic direction, leadership, and management oversight in SITA's End User Computing Services, ensuring the provision of a quality end user experience to SAPS, DOD and National clients, and effectiveness and efficiency in line with SITA's strategic and operational plans.

### Key Responsibility Areas

- Lead the development of the EUC strategy that is aligned to the company's objectives to ensure effective and efficient the provisioning of services;
- Oversee the development of EUC Business and Operational plans in order to achieve the objectives in line with EUC Strategy and Corporate Strategy and objectives;
- Lead and manage the provision of effective EUC Services through management of customer relationships in line with contracted EUC Service Level Agreements for optimal performance and availability of solutions to clients;
- Provide thought leadership to clients through preliminary research, problem statement definition, and business case development with regard to EUC solution provisioning;
- Financial and business management; and
- Human Capital Management.

### Qualifications and Experience

**Minimum:** An NQF 7 level qualification in Business Management / Information Technology or related disciplines.

**Experience:** 8 years in the provision of ICT services / solutions, with 5 years as a Senior Manager with strategic leadership, general management, business support/operations as well as in the provisioning of large systems within the public sector which should include the following:

- 8 years hands-on experience in the EUC environment in a large organization.
- Deep working knowledge & experience of EUC solutions, services, trends, frameworks and standards, trends an;

- Experience with contract and vendor negotiations and management including managed services.
- Experience in preparing, managing operating budgets.
- Experience with business continuity, disaster recovery, risk management, contract/vendor negotiations, and service management processes.
- Proven ability to serve as an affective member of a senior manager team and being an effective leader to a team of highly trained staff and consultants.
- Proven ability to form, manage, lead advisory committees and interact effectively with risk and data managers, auditors, consultants, vendors and other orientational stakeholders
- Experience in dealing with complex projects and meeting conflicting demands
- General experience with Hosting, Wide Area Networks, Cloud computing and Software Defined infrastructure environments

## Technical Competencies Description

**Knowledge of:** Deep understanding of operational integration of EUC functions with Applications, WAN, Hosting Security environments. Deep knowledge of security best practices, principles, and common EUC / Network frameworks. Broad understanding of all environments. IT Skills (MCSE, EUC – LAN and Desktop Support Ability to Design and Implement Monitoring Solutions. Ability to Design and Implement Remote Management Solutions Service Management and governance frameworks, such as (ITIL, ISO 20000/ 27000, COBIT) Risk finance and risk control Concepts. Enterprise risk management concepts, frameworks Strong knowledge of EUC and network architecture. Excellent written and verbal communication skills and high level of personal integrity Innovative thinking and leadership with an ability to lead and motivate cross functional, interdisciplinary teams. knowledge of the latest IT thinking and threat modelling methods together with a creative drive. Analytical mind capable of managing numerous information sources and providing data analysis reports to senior management. Strong customer focus – able to meet the demands of internal and external customers. Excellent communication skills – providing verbal and written communication. Excellent Project management skills. Strong networking, consultation and negotiation skills. Excellent Planning & organising. Financial management. Digital leadership skills – capable of empowering and leading the team to meet business and EUC goals. Solid people management skills – providing direction, monitoring performance, motivating staff and building a positive working environment. Ability to define and implement strategic direction, produce accurate financial reports, use discretion when dealing with sensitive issues. Excels in strategic planning and problem-solving skills, Ability to translate complex technical concepts effectively to help customers understand their technological needs. Ability to adapt to a fast-moving IT landscape and keep pace with latest thinking and new EUC technologies, Solutions and Trends Ability to drive the EUC strategy forward. Ability to make decisions that are well informed and timely Ability to build consensus, build followership with business line owners. Ability to develop effective partnerships with senior management and peer organizations. Ability to drive change set priorities, drive performance, and execute plans on schedule within a defined multifaceted structure. Ability to appropriately exert influence to drive priorities and achieve results. Ability to define plans and execute roadmaps. Ability to manage across functional teams, influence others to accomplish set goals, and organize resources. Ability to develop partnership-oriented relationships with business executives and functional leaders, especially as it relates to operations and technology Ability to effectively influence senior level management and key stakeholders. Strong mentoring skills.

## How to apply

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

**Closing Date: 12 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.