



## VACANCY

<b>REFERENCE NO</b>	:	<b>HOD Hosting 04/2020</b>
<b>JOB TITLE</b>	:	<b>Head of Department: Hosting Services</b>
<b>JOB LEVEL</b>	:	<b>E3</b>
<b>SALARY</b>	:	<b>Negotiable</b>
<b>REPORTS TO</b>	:	<b>Executive Infrastructure Services</b>
<b>DIVISION</b>	:	<b>Infrastructure Services</b>
<b>LOCATION</b>	:	<b>Erasmuskloof, Pretoria</b>
<b>POSITION STATUS</b>	:	<b>Fixed Term Contract – 5 years</b>

### Purpose of the job

To lead and monitor the provision of hosting services to SITA and its clients by ensuring the effective management of data centres and provision of all required technical support in order to ensure and restore business continuity. Ensure the effective operation in the traditional hosting and cloud services where both include Technology, strategy and planning in hosting services and data centres.

### Key Responsibility Areas

- Lead the development of Hosting operations Strategy that is aligned to the company's objectives to ensure effective and efficient the provisioning of Services;
- Lead the development of hosting services architecture in order to ensure technical performance, availability and stability/sustainability;
- Oversee the maintenance of the main hosting services site and the management of technical support environment (in terms of systems software, hardware and technical support teams) to ensure services are delivered to Clients as per service level agreement (SLA);
- Manage customer relationships in line with contracted Service Level Agreements for growth and new business;
- Oversee maintenance of cloud services site that consists of both on-premise and off-premise cloud variants and the management of technical support environment (in terms of systems software, hardware and technical support teams) to ensure disaster recovery and business continuity in times of natural disasters;

- Lead the development and implementation of disaster recovery and business continuity strategies in consultation with Clients strategies in order to ensure Disaster Recovery Strategy alignment with the enterprise wide risk; and
- Oversee Financial and Human Capital Management.

## Qualifications and Experience

### Minimum Qualifications:

A Degree in Computer Science /Information Technology or relevant equivalent to NQF Level 7

### Preferred Qualifications:

A post graduate qualification in Computer Science /Information Technology or relevant equivalent NQF Level 8; Vendor certification for Cloud / traditional infrastructure; Vendor certification for cloud traditional infrastructure.

### Experience:

10 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 corporate which should include the following:

- professional experience leading large complex enterprise-wide traditional infrastructure;
- Experience in leading Cloud projects/programmes with multiple interfaces and/or third parties;
- Experience in IT Service Management, data center, server and storage management, virtualization, networking or systems management;
- Experience in managing, monitoring and reviewing complex operational service delivery and a programme of ICT projects and developments;
- IT contracts and vendor management experience; and
- Ability to consolidate and define current and future platform strategic solutions.

## Technical Competencies Description

**Knowledge of:** In depth knowledge of IT Models and Frameworks Vendor Management; stakeholder management; ICT Business Environment and Landscape Governance and Risk Management. Extensive knowledge of aspects of internet connectivity, network switching and routing and wireless infrastructure. Knowledge and understanding of ICT technologies, legislation, policies and procedures. Knowledge of PFMA and procurement procedures in Government; Project Management skills; and expertise in contract negotiations procedures. Architecture, analysis, ICT security and project management and excellent Financial Management

**Skills:** Exceptional Communicating and Influencing; Strategic Thinking and outcome driven; Collaboration; Planning and organizing; Managing People and Driving Performance; Innovative skills;

analytical and problem-solving skills; Business acumen and customer focused Governance and risk management. High level of integrity.

### How to apply

**Kindly forward your CV to:** [lindi.recruitment@sita.co.za](mailto:lindi.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 contract of employment verification of the applicant`s documents (Qualifications) and reference checking;
- Correspondence will be entered into with shortlisted candidates only; and
- CV`s from Recruitment Agencies will not be accepted.