



## VACANCY

<b>REFERENCE NO</b>	:	<b>HOD_PSS 04/2020</b>
<b>JOB TITLE</b>	:	<b>Head of Department: Products Services and Solutions</b>
<b>JOB LEVEL</b>	:	<b>E2</b>
<b>SALARY</b>	:	<b>Negotiable</b>
<b>REPORTS TO</b>	:	<b>Exec: IT Service Management</b>
<b>DIVISION</b>	:	<b>IT Service Delivery Management</b>
<b>LOCATION</b>	:	<b>Pretoria</b>
<b>POSITION STATUS</b>	:	<b>Fixed Term Contract (5 years)</b>

### Purpose of the job

To provide strategic direction in the management of organizational life cycle dealing with the planning, forecasting and production of all products of SITA at all stages of product lifecycle and service life cycle with the aim of contributing positively to the profitability of SITA and customer satisfaction.

### Key Responsibility Areas

- Lead the development of ICT strategies and governance frameworks aligned with government departments and state-owned enterprises strategies;
- Ensure effective & efficient execution of products and services life cycle management to enable the organization to deliver products to the market on time and to meet customer specific requirements;
- Ensure the management of product and service catalogue of SITA;
- Manage the process of creation of customer solutions that will enable government departments to improve service delivery;
- Deliver regular business an Executives leadership and key business stakeholders;
- Develop and implement product commercialization strategy of SITA;
- Build market position by locating, developing, defining, negotiating and closing business relationships;
- Financial and business management; and
- Human Capital Management.

## Qualifications and Experience

### Minimum Qualifications:

A Bachelor's Degree in Finance/Commercial /Computer Science /Information Technology or relevant equivalent to NQF Level 7

### Experience:

10 years' experience in the ICT field with leadership, business management, operational responsibilities in a large corporate with 5 years as a Senior Manager with strategic leadership, general management, business support/operations within the corporate which should include the following:

- ✓ Experience in product and service Life-Cycle Management, ICT governance;
- ✓ Experience in ICT strategy and policy development, strategic financial management, strategic stakeholder management and strategic customer management; and
- ✓ Proven track record of developing, managing and launching large-scale IT product and services project with strong technical background.

## Technical Competencies Description

**Knowledge of:** ICT Solutions modeling tools and techniques, Business analysis, Systems Analysis and Design, Financial Management, Business Management, Project management within governing policies, procedures and guidelines, Customer management services, Government Information Management, Architecture Methodologies and Practices, ICT Governance, ICT Compliance, Project Management, Quality Management, Business Process Management, Product management, Solution Architecture, Technology Management, Product and Service Life Cycle Management, Marketing and Technology landscape, knowledge of trends and technological developments nationally and internationally, Strategic Management, Strategic ICT Business acumen, Government ICT policies and compliance requirements, Strategic budgetary implementations programmes, Risk and governance management procedures and requirements, Strategic stakeholder management principles, Business Acumen, Commercial Acumen.

**Skills:** Collaboration, Communicating and Influencing, Outcomes Driven, Planning and Organizing, Managing People and Driving Performance, Responding to Change and Pressure, Strategic Thinking, Customer Experience, Innovation, Creative Problem solving, Decision making, Business acumen and customer focused Governance and risk management, professionalism, attention to detail, information scanning, lateral thinking, judgement, learning and research, diligent & solution oriented, proactive.

## Other Special Requirements

- Ability to formulate Strategies and Conceptualising
- Ability to develop strategic relationships
- Transformational leadership
- Ability to partner across business units and product teams to gather requirements, design and implement solutions accordingly.
- Ability to interface with senior executives, partners, vendors and deliver technical solutions for their needs.
- 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.
- Ability to lead concurrent projects.

## How to apply

**Kindly forward your CV to:** [Tshidi.recruitment@sita.co.za](mailto:Tshidi.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.

