



VACANCY

REFERENCE NR	:	HOD_RM 04/2020
JOB TITLE	:	Head of Department Regional Management X3 Coastal (Western Cape, Eastern Cape and KwaZulu Natal) Central (Free State, Northern Cape and North West) Northern (Gauteng, Limpopo and Mpumalanga)
JOB LEVEL	:	E3
SALARY	:	Negotiable
REPORT TO	:	Executive Provincial and Local Consulting
DIVISION	:	Provincial and Local Consulting
Department	:	Provincial Management
LOCATION	:	Coastal, Central and Northern Region
POSITION STATUS	:	Fixed Term Contract: 5 years

Purpose of the job

To provide strategic direction, leadership and management of Regional operations by overseeing the rendering of ICT services, monitoring and reporting on programme/project performance, improving customer satisfaction and promoting customer advocacy, enhancing long-term client relations which is evidenced by improved Client satisfaction levels. Additionally, to oversee the effectiveness and efficiency of the Region towards the realization of revenue growth and the optimal utilization of skills and competencies in the region in order to ensure a sustainable SITA value proposition.

Key Responsibility Areas

- Lead the facilitation, development and implementation of the SITA regional service strategy and the associated Operational Planning;
- Drive continuous improvement to improve service delivery to customers;
- Consolidate and facilitate the implementation of regional IT and procurement plans;
- Provide direction and leadership in the general management and operations of the region;
- Customer Advocacy;
- Provide thought leadership to clients with regard to digital solution provisioning;
- Responsible for the financial management for the region in order to ensure revenue generation / profitability; and
- Human Capital Management.

Qualifications and Experience

Minimum Qualifications: Bachelor's Degree / B Tech in Business Management, Information Technology, Computer Science, or Commerce and/or equivalent (NFQ Level and Credits)

Preferred Qualification: Postgraduate qualification in Business Management, Information Technology, Computer Science, or Commerce will be an added advantage.

Experience: 8+ years' Management/Leadership experience within an IT environment, of which 4 years' experience as a General Manager or Senior Manager in Corporate/Public Sector Organisation.

Technical Competencies Description

Corporate Governance; ICT Governance and Compliance; Solution Development; ICT Service Delivery; IT Quality Management; General Business Management and development; General Human Resource Management; General Financial Management; General ICT Procurement; COTS (Commercial of the Shelf) Products; OSS (Open Source Software) Products; IT Strategies and Architectures; Programme/Project Management; Knowledge of business / service strategy; Knowledge of service management principles; Business risk and issue identification; ICT Governance strategy, policies and procedures; Knowledge of PFMA, MFMA and procurement policies in government; Consulting in a digital society.

How to apply

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

Closing Date: 23 April 2020

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. Preference will be given to people from the designated group.

- 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 applicant`s documents (Qualifications), and reference checking;
- Correspondence will be entered to with shortlisted candidates only; and
- CV`s from Recruitment Agencies will not be accepted.