



## VACANCY

REFERENCE NR	:	VAC02366
JOB TITLE	:	Head of Department: Provincial Management - Western Cape
JOB LEVEL	:	E2
SALARY	:	R 1 339 003 – R 2 008 505
REPORT TO	:	Executive Provincial and Local Consulting / National Consulting
DIVISION	:	PLC: Executive Provincial and Local Consulting
DEPT	:	Coastal Region
LOCATION	:	Western Cape – Cape Town
POSITION STATUS	:	5-years Fixed Term Contract

### Purpose of the job

To provide strategic direction, leadership and management of Tier 3 Provincial 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 Tier 3 Province and towards the realization of revenue growth and the optimal utilization of skills and competencies in the province in order to ensure a sustainable SITA value proposition.

### Key Responsibility Areas

- Lead the facilitation, development and implementation of the SITA Provincial and Local Government Service Strategy;
- Implement Service Delivery Model for Tier 3 Province capabilities, as per the SITA Tiered Distribution Model;
- Drive continuous improvement to improve service delivery to customers;
- Consolidate and facilitate the implementation of the Provincial Government departments' IT and Procurement Plans in respect of the SITA Mandate;
- Provide direction and leadership in the general management and operations of the Province;
- Drive customer satisfaction excellence through effective Customer Advocacy strategies;
- Provide thought leadership to clients with regard to digital solution provisioning;
- Responsible for the Financial Management for the Province in order to ensure revenue generation/profitability;
- Ensure effective management of resources (i.e. budget/finances, asset) within the Unit;
- Ensure effective Human Capital Management (Leadership); and
- Manage compliance management processes within the department.

### Qualifications and Experience

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

**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

**Knowledge of:** 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. Leadership competencies: Collaboration; Communicating and Influencing; Outcomes Driven; Planning and Organising; Managing People and Driving Performance; Responding to Change and Pressure; Strategic Thinking; Customer Experience; Innovation; Creative Problem solving; and Decision making. Behavioural Competencies: Outgoing; Interpersonal skills; Resilience; Detail orientated; Analysing; Problem solving; Decisive; Persuasiveness; Professionalism; Emotional intelligence; Time management; Assertiveness; and Investigative.

## Other Special Requirements

N/A.

## How to apply

Internal candidates must apply using this email address: [Buzwe.internalwcrecruitment@sita.co.za](mailto:Buzwe.internalwcrecruitment@sita.co.za)

External candidates must apply using this email address: [Wcrecruitment@sita.co.za](mailto:Wcrecruitment@sita.co.za)

**Closing Date: 24 March 2021**

## 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.

- 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 accepted
- CV`s sent to incorrect email address will not be considered