



## VACANCY

### RE-ADVERTISEMENT

<b>REFERENCE NR</b>	:	<b>CR/ HOD-PM/2017-01</b>
<b>JOB TITLE</b>	:	<b>Head of Department: Provincial Management X3</b>
<b>JOB LEVEL</b>	:	<b>E2</b>
<b>SALARY</b>	:	<b>R 930,373 – R 1,550,622 (Negotiable)</b>
<b>REPORTS TO</b>	:	<b>Executive: Provincial and Local Government Consulting</b>
<b>DIVISION</b>	:	<b>Provincial and Local Government Consulting</b>
<b>DEPT</b>	:	<b>Eastern Cape, KZN, and Western Cape Provincial Management</b>
<b>LOCATION</b>	:	<b>Eastern Cape, KwaZulu-Natal &amp; Western Cape</b>
<b>POSITION STATUS</b>	:	<b>FIXED TERM CONTRACT – 5 YEARS (Internal/External)</b>

#### Purpose of the job

To provide strategic direction, leadership and management of the operations of the Province by overseeing the rendering of ICT services, monitor and report on programme/project performance, improve customer satisfaction, enhance long-term client relations and increase revenue targets. Drive business development, be a thought leader through provision of consultancy services to the Provincial and local government.

#### Key Responsibility Areas

General Management: To provide direction and leadership in the General Management and Operations of the Province. Lead and execute customer relationship plans to enable quality services and improvement of customer relationships. Customer advocacy: To manage organisational resources to resolve customer issues and to identify root causes while balancing the financial realities and strategic goals of the company. Provide direction, leadership and oversee service delivery to clients in line with contracted Business, Memorandum of Understandings and Service Level Agreements. Contribute to the development and implementation of the SITA Provincial and Local Government Service Strategy. Consolidate and facilitate the implementation of the Provincial Government/ Departments IT and Procurement Plans. Meet / increase revenue targets. Decision-making authority over the Provinces' activities with its clients. Monitor and report on programme / project management performance for all provincial projects and or programmes for service delivery benefit. Understanding of the Provincial and local government.

#### Qualifications and Experience

**Qualification:** Bachelors Degree or National Diploma in Information Technology or Business Administration or Commerce and/or equivalent (NQF Level and Credits). Post-graduate qualification in Information Technology or Public Administration will serve as an added advantage. **Experience:** 10-12 years' experience in management / leadership role within an IT environment, of which 4 years must have been spent as a Senior Manager in a Corporate/Public Sector organisation.

#### Technical Competencies Description

**Knowledge of:** Public Sector / Government Organisation; Corporate Governance; ICT Governance; General Business Management (Finances, People, Processes, Procurement, Assets); Customer and Stakeholder relationship management; Business Development; IT Strategies and Architectures; Interoperability Frameworks; Vendor Contract Management; Programme and Project Management; IT Quality Management; ICT Service Delivery; Business risk and issue identification; Organisational transformation and change. **Skills:** King III, COBIT; ITIL, CMMI; GWEA, TOGAF; PMBOK, PRINCE II; MIOS, e-GIF SANS 12207; Executive Management skills; Time management skills; Financial skills; Communication skills; Customer relations / services; Negotiation skills; Conflict Management; Communication (Oral and Written).

#### Other Special Requirements

- Broad multidisciplinary ICT background covering SITA's services;
- Public sector background as the incumbent will be required to consult and interact with senior government officials within the province, including the Provincial Cabinet.
- In-depth knowledge and understanding of ICT context in the public sector.
- Understanding of and dedication to improving the organization's competitive position
- Required to travel extensively within the Province and to Head Office.

#### How to apply

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

**Closing Date: 03 July 2017**



#### Disclaimer

SITA is an Employment Equity employer and this position 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 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.
- Applications from Recruitment Agencies will not be considered.