



VACANCY

REFERENCE NR	:	VAC06542
JOB TITLE	:	Lead Consultant: LAN & Desktop Support Services
JOB LEVEL	:	D3
SALARY	:	R 403,370 – R 672,284
REPORTS TO	:	Senior Manager: LAN and Desktop Support Services
DIVISION	:	LAN and Desktop
DEPT	:	Network and Service Management
LOCATION	:	Pietermaritzburg/KwaZulu -Natal
POSITION STATUS	:	Permanent (Internal/External)

Purpose of the job

To ensure the optimum performance of the LAN and Desktop services to SITA's customers, provide and execute the LDS operational plan for the implementation, maintenance and support of the related services.

Key Responsibility Areas

- To provide inputs into the development and oversee the implementation of the LAN and Desktop Services Operational Plan that is aligned to the Functional Support Service Delivery strategy.
- To Provide LDS technical advisory services to SITA's customers.
- Manage, Implement, Monitor and control improvement of business processes.
- To ensure a healthy client relationship is maintained
- To monitor the performance Contract and related requirements management
- To comply to sound financial management principles.
- To oversee the performance and management of the Human Resources within the allocated ICT environment

Qualifications and Experience

Minimum Qualifications: IT Degree in Computer Science/ Higher Diploma in IT / related fields and IT Technology certification, ie current MCSE, CCIE, etc.

Experience: 6 – 8 Years' experience in the respective field.

3-4 Years' experience as a Manager/ Senior Specialist with general management, business support/operations in a Corporate/Public Sector Organisation; and

4-6 years' experience in the provision of ICT solutions and services.

Technical Competencies Description

Knowledge of: hardware and software support for client system/solutions; Understanding of Server Support solutions, System performance and security indicators; Knowledge of design principles and practices; o Knowledge of computing and information technology strategic plans, procedures, programs and schedules for computer services, network communications, and management information services; Knowledge of industry best practices and standards e.g. ITIL, COBIT; Knowledge of Financial Management Principles; Knowledge of Project Management Methodology; o Understanding of Quality assurance standards; Various and relevant legislations: State Information Technology Act; Company's Act; King Code III; Financial legislation: Public Finance; Management Act (PFMA), Treasury; Regulations, Tax Laws;

Skills: Self-management; Communication; Interpersonal skills; Competency: written and verbal communication; Problem solving and decision making; Attention to detail; Numerical skills; Negotiation skills; Conflict Management; Analytical Thinking.

Other Special Requirement

The incumbent will be required to consult and interact with relevant Government Officials, industry role-players, standards generating bodies, accreditation and certification bodies

How to apply

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

Closing Date: 25 May 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; and
- Correspondence will be entered into with shortlisted candidates only.