



VACANCY

REFERENCE NR	:	VAC02263/21
JOB TITLE	:	Lead Consultant: Service Management
JOB LEVEL	:	D4
SALARY	:	R 845 277 – R 1 267 915
REPORT TO	:	Senior Manager: Service Management
DIVISION	:	Service Management Services
DEPT	:	Service Delivery Management
LOCATION	:	Pietermaritzburg, KwaZulu-Natal
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To lead, develop, implement, optimise and influence service delivery by applying Service Strategy; Design; Transition, Operations, Service Delivery and Continual Improvement through the ITIL Service Lifecycle, relevant ISO standards and Cobit Governance to Government enabling effective service management, to support the management of Business Agreements, SLAs, OLAs and underpinning contracts across SITA.

Key Responsibility Areas

- Accountable for ITIL Life Cycle Management (Service Strategy) relevant to Demand, Financial and Service Portfolio Management for services provided to Government thereby ensuring that risks to services as a result of poor strategic positioning effectively managed in order to provide excellent service delivery
- Accountable for ITIL Life Cycle Management (Service Design) relevant to Capacity, Availability, IT Continuity, Service Level, Service Catalogue, Supplier and Information Security for services provided to Government thereby ensuring that risks to services as a result of poor design principles are effectively managed in order to provide excellent service delivery
- Accountable for ITIL Life Cycle Management (Service Transition) relevant to IT Change & Release Management as well as Service Asset and Configuration Management for services provides to government thereby ensuring that risks to services as a result of IT changes are effectively managed in order to provide excellent service delivery
- Accountable for ITIL Life Cycle Management (Service Operations) relevant to all types of incidents, requests, events, access and problems raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery
- Development, implementation and management of delivery of service management centre services in order to perform end-to-end service management functionality
- Implement the performance management policy to ensure optimum performance output to enhance service delivery.

Qualifications and Experience

Minimum: National Diploma/Degree in Computer Science, Information Technology and ITIL Certification.

Experience: 8 - 9 years' experience in Service Management principles aligned to good practice methodologies, including: Experience in Relationship Management. Experience in people management, team management, project management. Experience general Financial management. Experience in development, implementation and application of the good practice methodologies, i.e. (ITIL, COBIT, ISO). Experience in service escalation management Experience in leading Service Level engagement with clients Experience in Service Level performance reporting

Technical Competencies Description

Knowledge of: Statistical and analytical principles Policy and processes development and implementation. Understanding IT Service Delivery and how it supports customers business. Understanding of IT Service Strategy, Design, Transition, Operations aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards. Understanding continual improvement through service/process monitoring and evaluation. Quality Assurance processes and standards. Good understanding and practice of Financial Management. Good understanding and practice of Project Management. Knowledge Management Good understanding of customer Service Level and relationship management.

Leadership Competencies: Customer Experience, Collaboration, Communicating and Influencing, Outcomes driven, Planning and Organising.

Other Special Requirements

N/A.

How to apply

Internal candidates must apply using this email address: Ncami.internalkznrecruitment@sita.co.za

External candidates must apply using this email address: kznrecruitment@sita.co.za

Closing Date: 26 October 2021

Disclaimer

SITA is an 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 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 applicant's documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.
- CV's sent to incorrect email address will not be considered