REFERENCE NR	:	**Lead_SDM_05**
JOB TITLE	:	**Technical Lead: Service Delivery Management, Architecture & Development**
JOB LEVEL	:	**D5**
SALARY	:	**R 986 492 – R 1 479 739**
REPORT TO	:	**HOD: SDM**
DIVISION	:	**Service Management**
Department	:	**Service Delivery Management**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**Permanent (Internal /External)**

Purpose of the job

The Technical Lead Service Delivery Management, Architecture and Development will lead architectural, service delivery and solutions development while maintaining an active communication line with clients to ensure the solutions designed meet client's expectations.

Key Responsibility Areas

- Improving the current SDM infrastructure, optimizing business operations, and setting direction and approach for integrating applications;
- Manage and Implement the Application Management policies and procedures for SITA internal and Service Delivery Management systems to ensure continuous IT Improvement to business without interfering with the daily operations;
- Advise stakeholders about the choice of ICT Systems in use for SITA and Service Delivery Management systems to ensure successful delivery of data and systems to enhance the existing ICT portfolio;
- Manage the Development, Implementation, maintenance and support of the other SITA Internal Applications to ensure continuous IT improvement system solution to IT employees;
- Responsible for providing leadership direction for the provision of SDM technology solutions within defined SITA boundaries;
- Accountable for ITIL Life Cycle Management 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 enabled through supporting technologies delivered and managed here;
- Accountable and have authority as complete Service Management technology enablement process owner. Execute, provide and manage technology environments to proactively monitor performance of IT Service Management processes and to better support and maintain critical services provided to the business;
- Financial and business management; and
- Human Capital Management.

Qualifications and Experience

Minimum: 3-4 year National Higher Diploma / Bachelor Degree in Information Technology / B Tech in Information Technology / B Degree in Business Management or related field.

Certifications: ITIL Practitioners Certification; ITIL Managers or Expert Certification; ISO/ IEC 20 000 Certification; COBIT Certification; and TOGAF certification.

Experience : 8 - 10 years working of ICT experience with IT Operations /Infrastructure / Systems / Architecture /Solution Development and Implementation / Application Management / Service Management with 4 years in a management role. Experience should include: Overseeing large-scale information technology projects driven and delivered appropriate architecture and project management frameworks. ICT Application Development experience with a sound understanding of the underpinning architectural principles, technologies, and methodologies. Managing departmental budgets and overall departmental financials, contracts and vendor management. Exposure/experience with a wide variety of productivity and business software. Leading strategic technology decisions and managing strategic change in a dynamic operating environment. 5 years solid IT governance and compliance experience Leading a team of highly skilled ICT professionals and consultants. Excellent technical, analytical, and project management skills. Strong communication and interpersonal skills. Good leadership and motivational skills.

Technical Competencies Description

Knowledge about computer networking. Knowledge of computer troubleshooting. Know-how of viruses. ICT Governance and Compliance Frameworks. Applications Portfolio Management. Applications Lifecycle Management. IT/Enterprise Architecture. Applications Architecture. IT Risk Management. ICT related Acts. Government strategies, intergovernmental relations and strategic outlook. ICT Business Environment and Landscape. Various ICT and relevant legislations. State Information Technology Act. Company's Act. Financial legislation: Public Finance Management Act (PFMA), Treasury Regulations, Tax Laws.

Leadership Competencies: Customer Experience, Collaboration, Communicating and Influencing, Outcomes driven, Innovation, Creative Problem Solving, Decision-making, and Responding to Change and Pressure.

Other Special Requirements
N/A

How to apply

Kindly send your CV to: Malebo.recruitment@sita.co.za

Closing Date: 27 September 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