



VACANCY

REFERENCE NR	:	VAC02260/21
JOB TITLE	:	Senior Manager: Provincial and Local Consulting
JOB LEVEL	:	D5
SALARY	:	R 593 613 – R 989 355
REPORT TO	:	Provincial Manager
DIVISION	:	Provincial and Local Consulting
Department	:	KZN: PLC
LOCATION	:	SITA KZN
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To ensure the development, execution and continuous refinement of multi-channel customer relationship management through the development of national/provincial and local government and public entities specific programmes, road maps and strategies focused on business development, as well as the loyalty and retention of SITA's customers and achieving increased levels of customer satisfaction and ultimately revenue and profitability.

Key Responsibility Areas

- Manage and drive portfolio of customers in the province to determine and assess existing customers' needs with the desired ICT requirements profile provincial customer in order to provide effective solution approach to deliver within existing contractual constraints, policies and SITA commercial service catalogue
- In collaboration with service owners, including senior management and key stakeholders, coordination of service/product delivery and solutions for each provincial customer
- Build, manage and maintain strategic relationships with Government Departments including delivery partners (i.e. SITA service owners) to continuously sustain the SITA business
- Perform analysis on provincial needs and requirements in collaboration with Business Development team and other internal and external key stakeholders
- Perform SLA management, monitoring and review
- Ensure that the team keeps abreast of the latest industry developments and appropriate technologies for knowledge management to ensure innovation and improved productivity
- Financial and business management
- Human Capital Management

Qualifications and Experience

Minimum: 3-4 year National Diploma/Bachelor Degree in Information Technology OR Computer Science OR Bachelor Degree in Commerce OR Business Administration OR Economics / B.Tech.
Certification in TOGAF, COBIT, ITIL, or other IT related is an added advantage.

Experience : 8-10 years professional experience, including, * at least 5 years experience in business development and ICT Sales, preferably in public sector. * at least 4 years experience in a manager role in a similar industry 2 years and more experience in ICT Advisory Services is an added advantage.

Technical Competencies Description

Knowledge of: Business of Government; Customer service management; Customer relationship management; Government Information Management; Business Development (management of pipeline, forecasts, key account management); ICT Governance; High level knowledge of TOGAF, ITIL, COBIT; ICT solutions and services; Good understanding of contracts and management thereof, Strategic Planning; Strategic Selling.

Skills: Business Analysis, Business Development, Customer Advocacy Management (Consultancy), Customer Relationship Management, IT Project Management, IT Service Management, IT Risk Management.

Leadership competencies: Customer Experience, Collaboration, Communicating and Influencing, Honesty, Integrity and Fairness, Outcomes driven, Innovation, Planning and Organising, Creative Problem Solving, Bimodal IT Practice, Managing People and Driving Performance, Decision-making, Responding to Change and Pressure, Strategic Thinking.

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: 09 July 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