



VACANCY

REFERENCE NR	:	VAC02261/21
JOB TITLE	:	Senior Manager: Service Management
JOB LEVEL	:	D5
SALARY	:	R 564 152 – R 940 253
REPORT TO	:	Provincial Manager
DIVISION	:	Provincial and Local Consulting
Department	:	Service Management
LOCATION	:	SITA KZN
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide full Service Management function - Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement aligned to business service management systems for mapping, measuring, reporting and adjusting of services to effectively manage IT resources as a function of IT Service Management processes. Operate as a single point of contact for the logging all service incidents and customer requests, to support the management of BA and SLA (with clients) and OLA (with organizational units). Also provides full contact center to Government inbound services to run campaigns such as the Presidential Hotline or outbound services such as IEC and helpdesk. Manage and serve as technology owner and enabler for all Service Management processes.

Key Responsibility Areas

- To be accountable and manage the IT Service Desk, Customer Contact Centre and the Business Process Outsourced service desks in order to facilitate the resolution of clients queries ensuring that service level agreements are kept at optimal levels. Provide first line telephonic support and remote support
- To be 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
- To be accountable and have authority as complete Service Management process owner ensuring that policies and processes are developed, evaluated, monitored and implemented for all Service Management processes, namely, Service Strategy, Service Design, Service Transition, Service Operations, Continual service improvement and in identifying, planning, delivering and supporting IT services to SITA and customers. Ensure that the Service Management processes are adopted across all IT departments within SITA
- To be accountable and have authority to manage, lead, and directs all components of Service Management technology and support in order to provide and continually enhance Service Management technology and other related technologies
- Manage Human Resources
- Supports the development of customer service standards, policies and procedures for the organization and align it with government departments.

Qualifications and Experience

Minimum: 3-4 year National Diploma / National Degree in Software Engineering/Computer Science /Information Technology or relevant equivalent.

Experience : 8-9 years experience in Service Management, including: 5 years experience managing ICT Infrastructure Service Delivery 5 years management experience. 3 years and more ICT Governance experience is an added advantage.

Technical Competencies Description

Knowledge of: Customer service management; Government Information Management; Business Development; Information Technology management; ICT Services; ITIL Framework.

Skills: Business Development, Customer Advocacy Management (Consultancy), Customer Relationship Management Human Capital Management, IT Service Management, Product & Service Lifecycle Management, Vendor/Supplier Management.

Leadership Competencies: Customer Experience, Collaboration, Communicating and Influencing, Honesty, Integrity and Fairness.

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