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| REFERENCE NR | : | **VAC00502/21** |
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| **JOB TITLE** | : | **Senior Manager: End User Computing** |
| **JOB LEVEL** | : | **D4** |
| **SALARY** | : | **R 453 172 - R 755 286** |
| **REPORT TO** | : | **Head of Department: End User Computing** |
| **DIVISION** | : | **SM: Exec Service Management** |
| **Department** | : | **End User Computing (SAPS)** |
| **LOCATION** | : | **SITA Erasmuskloof** |
| **POSITION STATUS** | : | **Permanent (Internal & External)** |

## Purpose of the job

To manage and control the delivery of end user computing services which includes strategy, business development and operations in accordance with time, budget and appropriate standards to ensure quality end user experience to clients.

## Key Responsibility Areas

- Provide inputs into the development and oversee the implementation of the Application Support Services Strategy that is aligned to the ICT Service Delivery Strategy to ensure the provisioning of integrated End User Computing Services, i.e. (Unified Communications, LAN and Desktop End User Support Services) to clients;
- To implement and execute industry standard desktop support policies and procedures to SITA clients in a manner that reduces operating costs and downtime, enhances performance, and creates opportunities for increased service delivery to SITA Clients;
- To implement and enforce procedures to maintain inventory data on desktop-related hardware and software to ensure cost effective allocation of resources and ongoing compliance with software licensing obligations;
- Promote innovation and improve the business environment by effectively and efficiently managing the enterprise's local IT hardware and software resources, which connect to the Local Area Network to support individual and collective use to the end users to ensure availability of applications to the the end users;
- To implement and execute processes and procedures for monitoring and escalation of reported issues and incidents based on agreed service level agreements with SITA clients to ensure improved incident resolution and improved customer satisfaction;
- To implement the End User Computing services in line with the budget requirements through ensuring that Unified Communications, and LAN & Desktop services has sufficient capacity to deliver services to SITA Clients;
- Financial and Business Management;
- Human Capital Management.

## Qualifications and Experience

**Minimum**: Degree in ICT or Computer Science or Information Technology or related IT field. ITIL certificate will be an added advantage.

**Experience :** 8 - 9 years experience in LAN & Desktop Support with management responsibilities in a corporate /public sector organisation, including: 2 years' experience as a Manager with general management, business support/operations in a Corporate/Public Sector Organisation.

## Technical Competencies Description

**Knowledge of:** hardware and software support for client system/solutions, Understanding of Server Support solutions. System performance and security indicators. Understanding and Knowledge of the Enterprise LAN Infrastructure Technology Solutions, maintenance and support services Knowledge of design principles and practices. Knowledge of computing and information technology strategic plans, procedures programs and schedules for computer services, network communications, and management information services. Understanding of telephonic support process. Understanding of Call Centre/ Help desk operations and practices Knowledge of Service Management systems (ASPECT /ARS/ITSM7) or equivalent applications. Understanding of Call lifecycle. 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:** Application Development, Application Maintenance and Support, System Maintenance & Support, Business Analysis, Business Continuity, Database Administration, Human Capital Management, Enterprise ICT Governance (Policies & Legislation), Information Security and Application Protection, IT Project Management, IT Service Management, Network/Infrastructure Management, Software Quality Management, Systems Administration. 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, and Strategic Thinking.

## Other Special Requirements
N/A

## How to apply

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

## Closing Date: 26 May 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