



VACANCY

REFERENCE NR	:	VAC00872
JOB TITLE	:	Senior Manager: IT Infrastructure Services
JOB LEVEL	:	D5
SALARY	:	R 564 152 – R 940 253
REPORT TO	:	Provincial Manager
DIVISION	:	Provincial and Local Consulting
Department	:	PLC- North West
LOCATION	:	North West -Mafikeng
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

The role will be responsible for leading and managing hosting services and operations, including complete network services (WAN, LAN), Unified Messaging and Channel Enablement services. In line with the SITA structured approach, the position will also lead the implementation of unique, critical and transversal government solutions, ensuring the end-to-end availability of applications, uninterrupted business continuity in the client's environment and that contractual obligations for the provisioning of services are in place and met.

Key Responsibility Areas

- Develop plans, policies and procedures for network, hosting, Unified Messaging and Channel Enablement services implementation strategies and ensure compliance with governance frameworks;
- Develop and oversee the maintenance plan for the hosting services in order to ensure technical performance, availability and stability or sustainability;
- Manage the Network (WAN & LAN) unified messaging and channel enablement services operations in the Province to ensure effective and efficient service delivery;
- Customer service: Manage organisational resources to resolve customer issues and to identify root causes while balancing the financial realities and strategic goals of the company;
- Financial and business management; and
- Human Capital Management.

Qualifications and Experience

Minimum: 3-4 year National Diploma / National First Degree in Software Engineering/ Computer Science /Information Technology or relevant equivalent. A relevant certification will be an added advantage.

Experience : 8 -10 years' experience in the IT Infrastructure field . Experience should include: minimum 5 years' experience in a management/leadership level/role. Experience in managing analysis, design, development and support of complex enterprise IT infrastructure solutions. Experience in managing medium to complex IT projects and or services with multiple internal / external dependencies, management of application support, LAN/WAN support, desktop support, software maintenance and support, within the corporate/public sector.

Technical Competencies Description

Knowledge of: ICT Charter Understanding of ICT Business Environment and Landscape Experience of Project Management Government's Technical Operations Hosting Systems and Network Architecture Knowledge of ICT Infrastructure including Data Centre Management Demonstrated ability to execute results against strategy and meet critical deadlines. Experience of effective team-working skills; Formulating Technology Strategies and Architecture Develop strategic relationships Governance and risk management Vendor contract Management Knowledge of various and relevant legislations Knowledge and experience in interpreting business process management Knowledge of ERP system implementation. Skills: Network/Infrastructure 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, and Strategic Thinking.

Interpersonal/behavioural competencies: Attention to Detail, Analytical thinking, Continuous Learning, Disciplined, Resilience, and Stress Management.

Other Special Requirements

N/A

How to apply

Internal candidates must apply using this email address: Kea.internalnwrecruitment@sita.co.za

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

Closing Date: 17 June 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