VACANCY

REFERENCE NR	:	**Snr. Manager: LAN X2-11/2017**
JOB TITLE	:	**Senior Manager: LAN & Desktop Support X2**
JOB LEVEL	:	**D4**
SALARY	:	**R 453 171.75 – R 755 286.25**
REPORT TO	:	**Head of Department: LAN and Desktop Support**
DIVISION	:	**ICT Service delivery**
Department	:	**LAN and Desktop Support**
LOCATION	:	**Erasmuskloof**
POSITION STATUS	:	**PERMANENT (Internal/External)**

Purpose of the job

Overall Management and control of LAN and Desktop support service functions, including development of new and enhancement of existing processes, procedures, systems, rules and outputs for solutions / service delivery to ensure timeous detection and resolution of issues in order to enable undisrupted business continuity in the Client's environments.

Key Responsibility Areas

Develop and implement LAN and Desktop Support Services Roadmaps, processes, procedures, policies and governance frameworks. Manage, execute and report LAN and Desktop Support Services processes, contractual arrangements and activities to achieve business operational efficiencies. Ensure consistent service Delivery of LAN and Desktop Support Services. Financial management. Human resources Management.

Qualifications and Experience

Minimum: 3 – 4 year National Higher Diploma / National Degree in Computer Science or Information Technology/Engineering
Experience: 8 - 9 Years' experience in LAN & Desktop Support with management responsibilities in a corporate /public sector organisation, including:
- o Experience as a Manager/ Specialist with general management, business support/operations in a Corporate/Public Sector Organisation.

Technical Competencies Description

Knowledge of: Server Support, Security Support, Backup Support, Desktop Support. System performance and security indicators Implementation. Pre and Post sales design; LAN and Desktop service offerings; LAN and Desktop service catalogue; Advanced LAN planning and design knowledge and experience; Performance Management; Contracts and Service Level agreements; Capex and Opex Management; Stakeholder management. Knowledge of hardware and software support for client system/solutions, Mentoring and Coaching of Lead Consultant; managing through evolving technologies; managed various technologies; Knowledge of Service Management systems (ASPECT /ARS/ITSM7) or equivalent applications; ICT Trends; Network Operating Systems Project Management; Understanding of Quality assurance standards Various and relevant legislations: (King Code III). Financial legislation: Public Finance Management Act (PFMA), National Treasury. Understanding of the government regulations. **Technical**: Understanding of Active Directory; Understanding of computer virus protection; Understanding of messaging services; Understanding of data management backup principles; LAN based technologies; Ability to lead concurrent projects; Documentation (Visio etc.); Quality of Service; ITIL.

Other Special Requirements

None.

How to apply

Kindly send your CV to **lerato.recruitment@sita.co.za**

Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only.

- 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 applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be accepted