VACANCY

REFERENCE NR	:	**VAC00885**
JOB TITLE	:	**Senior Manager: Network Operation Centre (NOC)**
JOB LEVEL	:	**D5**
SALARY	:	**R 564 152 - R 940 253**
REPORT TO	:	**Head of Department: DOD and National Network Services**
DIVISION	:	**ITI: IT Infrastructure Services**
Department	:	**ITI: Networks National & DOD**
LOCATION	:	**SITA Centurion**
POSITION STATUS	:	**Permanent (Internal & External)**

Purpose of the job

To manage the performance of the operations centre and network management systems in the maintenance and support of network services contracted with the clients.

Key Responsibility Areas

- Manage advanced integration of the various Network Management systems according to clients requirements in order to ensure that the configuration of an item (and its components) is known and documented and that changes are controlled and tracked;
- Ensure pro active monitoring of WAN / facilities infrastructure in order to restore normal operations as quickly as possible with the least possible impact on either the business or the user;
- Network Support (Tier 2): To provide specialized 2nd level Network Management advisory services in order to ensure pro active management of WAN/Switching Centre Environmental Systems to clients;
- Make inputs on budget preparation and control the budget, includes periodic financial reporting on budget implementation;
- Implement and report on the Departmental risk management plan;
- Ensure effective management of resources (i.e. budget/finances, asset) within the Unit;and
- Ensure effective Human Capital Management (Leadership).

Qualifications and Experience

Minimum: 3 year National Diploma / Degree in Computer Science/ Informaton Technology / Electronic Engineering (or equivalent).

Experience : 8-10 years working experience in the respective field with management responsibilities in managing the Network Operations in a corporate/public sector organization.

Technical Competencies Description

Knowledge of: Network Management Systems, ITIL, Financial management reporting, Government IT Business Process Modelling, Strong direct customer interaction, communication skills (oral and written), customer service,

organizational and multi-tasking skills. Goal oriented with a deep understanding of team building. Proficient PC skills in office applications (Excel, Word) and network connectivity configuration. Proficient presentation skills for presentations to technical and non-technical audiences; must be able to translate technical terms and concepts to non-technical entities. 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.

Other Special Requirements
N/A

How to apply

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

Closing Date: 13 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