



## VACANCY - 2068

<b>REFERENCE NR</b>	:	<b>VAC01229/22</b>
<b>JOB TITLE</b>	:	<b>Senior Manager Provincial &amp; Local Consulting</b>
<b>JOB LEVEL</b>	:	<b>D5</b>
<b>SALARY</b>	:	<b>R 1 035 817 – R 1 553 726</b>
<b>REPORT TO</b>	:	<b>Provincial Manager</b>
<b>DIVISION</b>	:	<b>NRC: Exec National &amp; Regional Consulting</b>
<b>DEPT</b>	:	<b>RPL: HOD Northern Region</b>
<b>LOCATION</b>	:	<b>Northwest, Mahikeng</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### Purpose of the job

To ensure the development, execution and continuous refinement of multi-channel customer relationship management through the development of national/provincial and local government and public entities specific programmes, road maps and strategies focused on business development, as well as the loyalty and retention of SITA's customers and achieving increased levels of customer satisfaction and ultimately revenue and profitability.

### Key Responsibility Areas

- Manage and drive portfolio of customers in the province to determine and assess existing customers' needs with the desired ICT requirements profile provincial customer in order to provide effective solution approach to deliver within existing contractual constraints, policies and SITA commercial service catalogue
- In collaboration with service owners, including senior management and key stakeholders, coordination of service/product delivery and solutions for each provincial customer
- Build, manage and maintain strategic relationships with Government Departments including delivery partners (i.e. SITA service owners) to continuously sustain the SITA business
- Perform analysis on provincial needs and requirements in collaboration with Business Development team and other internal and external key stakeholders.
- Perform SLA management, monitoring and review
- Ensure that the team keeps abreast of the latest industry developments and appropriate technologies for knowledge management to ensure innovation and improved productivity
- Financial and business management
- Human Capital Management.

### Qualifications and Experience

**Minimum:** Bachelor Degree in Information Technology OR Computer Science OR Bachelor Degree in Commerce OR Business Administration OR Economics / B.Tech (NQF 7). Certification in TOGAF, COBIT, ITIL, or other IT related is an added advantage

**Experience:** 8-10 years professional experience, including, \* at least 2 years' experience in ICT advisory services. \* at least 5 years' experience in business development and ICT Sales, preferably in public sector. \* at least 4 years' experience in a manager/senior manager role in a similar industry.

## Technical Competencies Description

**Knowledge of:** Knowledge of business of Government; Customer service management; Customer relationship management; Government Information Management; Business Development (management of pipeline, forecasts, key account management); ICT Governance; High level knowledge of TOGAF, ITIL, COBIT; ICT solutions and services; Good understanding of contracts and management thereof, Strategic Planning; Strategic Selling.

**Technical competencies:** Business Analysis; Business Development; Customer Advocacy Management (Consultancy); Customer Relationship Management; IT Project Management; IT Service Management; and IT Risk 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:** Active listening; Attention to Detail; Analytical thinking; Continuous Learning; Disciplined; Empathy; Resilience; and Stress Management.

## How to apply

To apply please log onto the e-Government Portal: [www.eservices.gov.za](http://www.eservices.gov.za) and follow the following process.

1. Register using your ID and personal information.
2. Use received one-time pin to complete the registration.
3. Log in using your username and password.
4. Click on "Employment & Labour.
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs.

Or, if candidate has registered on eservices portal, access [www.eservices.gov.za](http://www.eservices.gov.za), then follow the below steps:

1. Click on "Employment & Labour.
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support contact [egovsupport@sita.co.za](mailto:egovsupport@sita.co.za) OR call 080 1414 882

CV`s sent to the above email addresses will not be considered.

**Closing Date: 17 December 2024**

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

