



## VACANCY

REFERENCE NR	:	VAC01608/21
JOB TITLE	:	Specialist Service Management Technologies
JOB LEVEL	:	C5
SALARY	:	R 241 094 - R 401 823
REPORT TO	:	Consultant: Service Management Technologies
DIVISION	:	SM: Exec Service Management
DEPT	:	Service Delivery Management
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

### Purpose of the job

To provide technical development, implementation, optimization and support on the technologies supporting service management. Ensuring that the technologies are capable to support all the processes in the ITIL framework by optimizing and integrating the relevant technologies. Responsible for the Telephony, call logging and quality management systems within the service management center. Alignment to the principles contained in TOGAF from a Service and technology perspective.

### Key Responsibility Areas

- Manage the development of user requirement specification and liaise with the client/ user throughout the life cycle in respect of all aspects pertaining to system functionality and business policies/requirements;
- Analyse user requirement against policies and business objectives and recommend an integrated functional solution;
- Compile the URS in conjunction with the technical personnel, and ensure its conformance to the business policies and objectives;
- Compile/update procedures and training manuals for testing during the module and integrated system testing and establish procedures to convert the old system to the new system;
- To ensure that all reference data values on Remedy ARS are complete and correct;
- Quality Assurance;
- Vendor Management;
- Project management; and
- Management of the budget and resources related to upgrade implementation and maintenance of the monitoring technologies.

### Qualifications and Experience

**Required Qualification:** 3-years National Diploma/Degree in Information Technology or equivalent.

**Experience:** 3 - 5 years' experience in Administering Service management systems, including: experience in creating user manuals, policies, procedures. experience in creating Service management aligned and technical URSs. experience in creating customer reports. experience in system trouble shooting. experience in Project management.

## Technical Competencies Description

Knowledge of: Remedy/ARS Administration Policy and process development and implementation. User manual creation and maintenance IT Support Knowledge. Good knowledge of system infrastructure (Hosting. LAN, WAN). Project management within governing policies, procedures and guidelines. Vendor management Travel to SITA and client environments, Own Car, Not less than a code B driver's license. Skills: System Maintenance & Support; Business Development; IT Service Management; Product & Service Lifecycle Management; IT Risk Management; and Systems Administration. Leadership Competencies: Customer Experience; Collaboration; Communicating and Influencing; Outcomes driven; Innovation; Planning and Organising; Creative Problem Solving; Decision-making; and Strategic Thinking. Interpersonal/behavioural competencies: Attention to Detail; and Analytical thinking.

## Other Special Requirements

N/A.

## How to apply

Kindly send your CV to: [Malebo.recruitment@sita.co.za](mailto:Malebo.recruitment@sita.co.za)

**Closing Date: 23 March 2021**

## 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
- CV's sent to incorrect email address will not be considered