



VACANCY

REFERENCE NR	:	VAC04835
JOB TITLE	:	Specialist: Problem Management
JOB LEVEL	:	C5
SALARY	:	R 241,094 - R 401,823
REPORT	:	Senior Manager: Demand Management
DIVISION	:	Network and Service Management
Department	:	Service Management Centre
LOCATION	:	Erasmuskloof; Pretoria
POSITION STATUS	:	Fixed Term contract – 12 Months (Internal/External)

Purpose of the job

To develop, implement, optimize problem management processes / systems to influence service delivery by applying Service Operations (Problem Management) aligned to the ITIL Service Lifecycle, relevant ISO standards and Cobit Governance to Government enabling effective service management, to support the management of BA, SLAs, OLAs and underpinning contracts.

Key Responsibility Areas

Implementation of ITIL Life Cycle stage (Service Operations) relevant to problem management process raised against SLA/ OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery;
Analyze and process problems (RCAs);
Evaluate, categorize and priorities problems;
Provide up-to-date information on known errors and corrected problems is available to the Incident Management process;
Provide input to the design of specifications for the KEDB (Known Error Database);
Provide input in planning and facilitating Problem Management audits;
Manage problem management activities and/or progress; and
Collaborate with relevant stakeholder in managing the problem management life-cycle process.

Qualifications and Experience

Minimum: 3 year National Diploma/Degree in Computer Science, Information Technology.

Experience: 4 - 5 years experience in Service Management principles related to Problem Management good practice methodologies, implementation and application of Service Asset and Configuration Management process and supporting technology,i.e (ITIL, Cobit, ISO), working in a team and involvement in project mangement delivery concepts and dealing with customers.

Technical Competencies Description

Knowledge of: Processes and procedure development and implementation; Understanding of Service Operations aligned to ITIL good practice methodology; Understanding service/process performance evaluation, monitoring and reporting; Fair understanding and practice of of Project Management; Fair understanding of ICT industry and IT Architecture and components.

Skills: Good communication both written and verbal; Good interpersonal skills; Good problem analysis and solving skills; Good negotiation skills; Service / Process performance monitoring, evaluation and reporting.

Other Special Requirements

N/A

How to apply

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

Closing Date: 09 October 2019

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