



VACANCY

REFERENCE NR	:	VAC07073
JOB TITLE	:	Specialist: Service Management support (Quality)
JOB LEVEL	:	C5
SALARY	:	R 241,094 - R 401,823
REPORT	:	Senior Manager: Infrastructure Services
DIVISION	:	Network and Service Management
Department	:	Network and Service Management
LOCATION	:	SITA Polokwane
POSITION STATUS	:	Fixed Term Contract – 22 months (Internal/External)

Purpose of the job

To monitor, evaluate and assess all channels of user interactions with the Service Centers in order to support the Service Centers in identifying efficiencies/

Inefficiencies and ultimately maintaining and improving customer satisfaction as part of the Service Centers commitment to continuous improvement.

Key Responsibility Areas

Coordinate monitoring and assessment of quality of service delivery by Service Centre representatives to identify inefficiencies and areas of improvement on individual level;

Advise on areas of improvement in processes and procedures that could improve customer service, productivity and performance;

Assure that user satisfaction surveys are conducted and customer complaints are recorded; make recommendations on enhancements to Existing products and services;

Partner with Operations and Training to create and participate in specific action plans that address improvement opportunities for individuals and across the Service Centers.

Assure that continuous & monthly feedback to Service Centre Team Leaders and Supervision are provided; and

Implement the performance management policy to ensure optimum performance output to enhance service delivery. (Quality, Escalation, Remote support)

Qualifications and Experience

Minimum: 3 Years National Diploma/Degree in Information Technology or related (NQF Level 6).

Experience: 3- 5 Years Team Leader or supervisory experience as well as Call Centre / Help desk experience:

Technical Competencies Description

Knowledge of: Nice Universe, or related voice recording technology; Aspect and ITSM7 applications; Quality assurance processes and standards; Full incident life cycle management - logging, classifying, routing, resolution and closure - according to SLAs; Operational business rules, processes, work instructions and procedures.

Skills: People management, development and empowerment; Excellent interpersonal and Communication skill; Computer Literacy; Problem solving and decision-making skills; Interpersonal Skills; and numerical skills.

Other Special Requirements

Able to write monthly and weekly reports and with report writing skills.

Able to co-ordinate, manage and make follow ups on the outstanding incidents or calls from different environments.

To provide the clients with the day to day progress update on the incidents or calls logged or reported.

Travel to SITA and client environments, Own Car, Not less than a code B drivers license.

How to apply

Kindly send your CV to lprecruitment@sita.co.za

Closing Date: 06 December 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. Preference will be given to people from the designated group.

- 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