



## VACANCY

<b>REFERENCE NR</b>	:	<b>S. ITSD_08_2018</b>
<b>JOB TITLE</b>	:	<b>Supervisor: IT Service Desk</b>
<b>JOB LEVEL</b>	:	<b>C5</b>
<b>SALARY</b>	:	<b>R 241 094 - R 401 823</b>
<b>REPORT TO</b>	:	<b>Manager: IT Service Desk</b>
<b>DIVISION</b>	:	<b>Customer Relations</b>
<b>DEPT</b>	:	<b>Service Management Capability</b>
<b>LOCATION</b>	:	<b>SITA Centurion</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal/External)</b>

### Purpose of the job

To provide supervision in ensuring successful management and performance of the Service Centre to minimise the impact of service disruptions to the business by restoring service through effective management and co-ordinating availability of agents.

### Key Responsibility Areas

Facilitation of operational processes;  
Liaison with business partners;  
Quality management;  
Verifying of timesheets and invoices;  
Manage service levels - IT Service Centres;  
Post call Survey (Group performance);  
Availability (Group performance);  
Quality of calls (Group performance);  
Compliance with Performance Management system; and  
Time Management.

### Qualifications and Experience

**Minimum:** 3 years National Diploma/Degree in IT or related field.

**Experience:** 4 - 5 Years IT Service Desk, Call Centre or Customer Service experience inclusive of experience as:

- Call Centre/Help Desk Agent
- Call Centre/Help Desk Team Leader

### Technical Competencies Description

**Knowledge of:** Incident logging application (ARS/ITSM7); Quality assurance processes and standards; Full cycle of logging, classifying, and routing calls according to SLA; Operational business rules and processes; Disciplinary process; Operating Systems (ARS) and ITSM7; Quality assurance processes and standards; Operational business rules and processes; Full cycle of logging, classifying, and routing calls according to SLA; Statistical and analytical principles; Policy and processes development and implementation; Continual improvement through service/process monitoring and evaluation; Project management within governing policies, procedures and guidelines; Human resources planning.

**Skills:** Oversight of team, planning, organising and control; People management, development and empowerment; Communication; Problem solving and decision making skills; Customer orientation and customer service; Self management; and Conflict management.

#### **Other Special Requirements**

N/A

#### **How to apply**

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

#### **Closing Date: 24 August 2018**

#### **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.