



## VACANCY

<b>REFERENCE NR</b>	:	<b>VAC01058/22</b>
<b>JOB TITLE</b>	:	<b>Consultant: EUC (Service Level Management &amp; Portfolio Provisioning)</b>
<b>JOB LEVEL</b>	:	<b>D1</b>
<b>SALARY</b>	:	<b>R 531 759 – R 797 639</b>
<b>REPORT TO</b>	:	<b>Senior Manager EUC</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>Department</b>	:	<b>End User Computing</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### Purpose of the job

Manage the provision of service level management support services, performance of contracts, systems and operations including other related infrastructure all related incidents logged are resolved timeously.

### Key Responsibility Areas

- Facilitate the implementation of the portfolio provisioning (SLA) and ensure it is adopted into Operational plans, processes, policies and standards.
- Ensure Adherence to Service Monitoring Standards and Requirements
- Manage the provision of LAN Service Level Management support services
- Management of the Portfolio Provisioning team.

### Qualifications and Experience

**Minimum:** 3-year National Higher Diploma or National First Degree in Computer Science, or Business Studies, and/or IT/ related fields (NQF level 6).

**Experience:** 5 - 6 years practical experience in Service Level Management and respective field, which should include: 5 - 6 Years' experience as a Manager/ Specialist/Supervisor with management/supervision of business support/operations in a Corporate/Public Sector Organisation. Management of performance of contracts, service level agreements and other related end user computing infrastructure Management and resolution of incidents logged. Experience in the provision of ICT solutions and services.

### Technical Competencies Description

**Knowledge of:** Contracts and Service Level agreements, Opex Management Stakeholder management, Support service offerings/ Performance Management, Project Management. Understanding of Quality assurance standards. Understanding of the government regulations, various and relevant legislative framework. Understanding of NOS/Active Directory/Virtualisation. Understanding of Server related management toolsets. Understanding of Server & Storage related technologies and solution. Ability to lead concurrent projects. Documentation (Visio etc.)

Quality of Service. ICT Operational Trends ITIL. Knowledge of Service Management systems (ITSM) or equivalent applications.

**Leadership Competencies:** Customer Experience, Collaboration, Communicating and Influencing, Outcomes driven, Planning and Organising, Decision-making.

#### Other Special Requirements

N/A

#### 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)

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

**Closing Date: 10 April 2023**

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