SITA

VACANCY - 1876		

REFERENCE NR	**:**	**VAC01369/24**
JOB TITLE	**:**	**Advanced Operational LAN Service Management Coordinator**
JOB LEVEL	**:**	**C1**
SALARY	**:**	**R 257 888 – R 386 832**
REPORT TO	**:**	**Consultant: EUC Monitoring and Evaluation**
DIVISION	**:**	**End User Computing Services**
Department	**:**	**End User Computing**
LOCATION	**:**	**SITA Erasmuskloof**
POSITION STATUS	**:**	**3-year Fixed Term Contract (Internal and External)**

Purpose of the job

Manages incidents, Problem and Change Processes to restore normal service operation as quickly as possible, so as to minimize the impact to business operations which includes co-ordination and management of major Incidents; detection & recording of Incidents; development of incident reporting; Implementation of daily monitoring; Incident Escalation and Resolution; reporting on incidents, investigation and analysis of problem management and root cause analysis. Co-ordination of Disaster recovery plans and procedures. Development of risk and mitigation plans. Development of operational processes and response to operational audit queries and reporting.

Key Responsibility Areas

Coordinate and Manage major Incidents. Detection & Recording of Incidents. Development of Incident Reporting. Implementation of daily monitoring. Incident Escalation and Resolution. Coordination of Urgent Change Management. Development of Change management Reports. Coordination of DR Plans. Coordination of audit related calls. Development of weekly/monthly server availability information. Maintenance of the server custom props. Reporting and Communication.

Qualifications and Experience

Minimum: Matric or Grade 12, 1 to 2 years National Higher Certificate in Information Technology NQF level 5, an ITIL foundation certificate with an accredited institution and a valid driver's license.

Experience : 1 to 2 years' experience in Incident, Problem Management and Change Management, Service Level Management Reporting, including development of related Operational Processes, Risk Plans, mitigations and response on Operational Audit Queries.

Technical Competencies Description

Knowledge of: Change/Incident/Problem Management experience. Development of risk planning and mitigation. Development of operational auditing requirements. Working knowledge of Incident/Problem/Change Management frameworks such as ITIL, TQM or ISO 9000:2000 (certification not required.). Good SQL skills to manage DB and

scripts. Proven communication skills with multiple levels of an organization. Strong influencing and relationship management skills. Excellent ability to manage multiple high priority efforts/ competing priorities and flexibility to adjust to changing requirements, schedules and priorities. Communication Skills (written & verbal). Interpreting Data. Examining Data. Documenting Facts. Attention to Details. Business Writing Skills. Experience of Change Management Principles, methodologies and Tools.

Skills: Customer Relation Experience, Communicating and Influencing, Outcomes driven, Innovative, Planning and Organising, Creative Problem-Solving skills.

Other Special Requirements

N/A

How to apply

To apply please log onto the e-Government Portal: **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, 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 OR call 080 1414 882

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

Closing Date: 12 September 2024

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.