VACANCY		

REFERENCE NR	:	**VAC00310/25**
JOB TITLE	:	**Advanced Operational: Support**
JOB LEVEL	:	**C2**
SALARY	:	**R 286 639 – R 429 959**
REPORT TO	:	**Specialist: Service Management technologies**
DIVISION	:	**Service Management**
DEPT	:	**Service Management Enablement**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**Permanent (Internal/External)**

Purpose of the job

Working as part of a team to ensure Remote technology and skill are used effectively and efficiently to deliver first line support to restore selective services in the shortest time to ensure minimum disruption to the customers.

Key Responsibility Areas

The Remote Maintenance and Support. User Advice. To implement the Support Services business plan. The Transfer of Skills and Support. Server Administration and Backups.

Qualifications and Experience

Required Qualification: Minimum qualification requirement: 1 - 2-year National Higher Certificate in a relevant discipline / NQF level 5 or accredited specialized courses N+ (International Accreditation) A+ (International Accreditation).

Experience: Minimum of 2 to 3 years' experience in IT with hands-on technical support. Knowledge of software and hardware platforms Call Centre /Helpdesk Experience 2 years.

Technical Competencies Description

Knowledge of: SITA Policies and procedures ITIL Framework Network Essentials Operating Systems Change Management.

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: 23 April 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 (Females) and SITA Internal Applicants.

- 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.