



VACANCY

REFERENCE NR	:	VAC01579
JOB TITLE	:	Advanced Operational: EUC Infrastructure Implementation
JOB LEVEL	:	C1
SALARY	:	R 245 607 - 368 411
REPORT TO	:	Consultant: EUC Infrastructure Implementation
DIVISION	:	EUC SM: DOD
DEPT	:	End user Computing
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

Coordinate and monitoring the problem and change processes to restore normal service operation as quickly as possible to minimize the impact to business operations. Implement and support EUC Infrastructure related solutions/Services.

Key Responsibility Areas

- Auditing of Service Annexures/SLA.
- Check each service annexure to ensure governance.
- Develop/Maintain Service Annexure CMDB.
- Ensure service annexures are in the renewal process/ if termination ensure termination letter is on CMDB.
- Ensure all service annexures/SLAs are updated on current templates and are approved in CMDB.
- Information gathering/co-ordination within SLA Reporting process.
- Monitoring non-conformance items on the performance reporting.
- Development of Age Analysis reports.
- Confirmatory notes of all SLA/Annexure negotiation session drafted and distributed
- Preparation of monthly SLA report pack.

Qualifications and Experience

Minimum: 1 – 2-year National Higher Certificate in Information Technology NQF 5.

Certificate: ITIL Foundation, A+, N+, Security+, MCSA or CCNA.

Experience: 2 - 3 years' experience in the support & maintenance of infrastructure and security services. Minimum a year of SLA/Change/Incident/Problem Management experience.

Technical Competencies Description

Knowledge of: Builds ITIL compliant Service Level Management process knowledge in the organization. Proven communication skills with multiple levels of an organization, including. interaction with senior level business partners within the company. Builds long-term relationships with internal colleagues. Broadly skilled in information and communications technology. Excellent English communication skills (written and oral), with experience. interacting

with all levels of management both within Company and Client organizations. Ability to work independently and take decisions where necessary. Successful delivery against commitments and deadlines. Promotes and supports standardization and continuous improvement. Ability to work independently and take decisions where necessary. Successful delivery against commitments and deadlines. Promotes and supports standardization and continuous improvement. Strong influencing and relationship management skills. Ability to manage multiple high priority efforts/ competing priorities and flexibility to adjust to changing requirements, schedules and priorities.

Interpersonal/behavioural competencies: Attention to Detail, Analytical thinking, Continuous Learning, Disciplined Resilience, Stress Management.

Other Special Requirements

N/A

How to apply

Kindly forward your CV to: Sisamtemba.recruitment@sita.co.za

Closing Date: 31 January 2022

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted 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 the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard 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.
- CV's sent to the incorrect email addresses will not be considered