



## VACANCY - 2108

<b>REFERENCE NR</b>	:	<b>VAC00975/25</b>
<b>JOB TITLE</b>	:	<b>Advanced Operational: Service Management Support (Escalation)</b>
<b>JOB LEVEL</b>	:	<b>C2</b>
<b>SALARY</b>	:	<b>R 300 971 - R 451 457</b>
<b>REPORT TO</b>	:	<b>Specialist: Service Operations (Incident Management)</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>DEPT</b>	:	<b>Service Delivery Management</b>
<b>LOCATION</b>	:	<b>SITA Centurion</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### Purpose of the job

To proactively monitor and escalate all open Incident / Request / Event / Access Management system calls linked to SLAs and influence service delivery performance by ensuring Service Operations are aligned to the ITIL Service Lifecycle, relevant ISO standards, and COBIT Governance to Government enabling effective service management.

### Key Responsibility Areas

- Daily Monitoring and Management of incidents life cycle.
- Adherence and knowledge of Incident Management Policies and Procedures
- Ensure availability to deliver effective service
- Adherence to approved quality assurance policies and standards
- Reporting of High and Medium impact incidents
- Maintain Incident Management Forum discussions with representatives and LOB
- Ensure automation of escalation procedures according to the related SLA's.

### Qualifications and Experience

**Minimum:** Grade 12 or Equivalent Qualification A+ and N+ (International Accreditation).

**Experience** Call Centre / Helpdesk Experience 2 years' Service Management Systems (e.g. ARS, ITSM, etc.).

### Technical Competencies Description

**Knowledge of:** Service Management Systems (e.g. ARS, ITSM7, etc.). Policy, process, and standards. Development of Operational business processes and procedures. ITIL framework.

### 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) **OR call 080 1414 882**

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

**Closing Date: 30 January 2025**

#### **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.