



## VACANCY - 2109

<b>REFERENCE NR</b>	:	<b>VAC01025/25</b>
<b>JOB TITLE</b>	:	<b>Advanced Operational: Service Management Technologies</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 Management Technologies (Aspect and ITSM7)</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>DEPT</b>	:	<b>Service Delivery Management</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>36 Months – Fixed Term Contract (Internal &amp; External)</b>

### Purpose of the job

To provide technical development, implementation, optimisation and support on the technologies supporting service management. Ensuring that the technologies are capable to support all the processes in the ITIL framework by optimizing and integrating the relevant technologies. Responsible for the telephony, call logging and quality management systems within the service management centre. Responsible for the actual data management and configuration within the systems. This is the operational implementation and development of all user requirement specification detail.

### Key Responsibility Areas

- Align client/user data components with the system requirements and standards.
- Provide effective and integrated data management solutions.
- Provide inputs towards the compilation of the New Customer URS.
- Establish data management procedures to convert the old system to the new system
- Complete reference data values on Remedy ARS(ITSM7)
- Provide Quality Assurance service
- Align client/user data components with the system requirements and standards
- Provide Training
- Compile Procedure documentation.

### Qualifications and Experience

**Minimum:** Grade 12 or Equivalent Qualification.

**Experience:** 2-year Data cleanup/management. 2-year Data Reporting. 2-year System Support.

### Technical Competencies Description

**Knowledge of:** Align client/user data components with the system requirements and standards. Provide effective and integrated data management solutions. Provide inputs towards the compilation of the New Customer URS. Establish data management procedures to convert the old system to the new system. Complete reference data values on Remedy ARS(ITSM7). Provide Data Quality Assurance service. Provide training. Complete procedures. Compile manuals.

## 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.