



VACANCY - 1199

REFERENCE NR	:	VAC00969/24
JOB TITLE	:	Consultant: LAN Monitoring and Evaluation
JOB LEVEL	:	D1
SALARY	:	R 531 759 – R 797 639
REPORT TO	:	Lead Consultant
DIVISION	:	Service Management
DEPT	:	End User Computing
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To maintain and gradually improve business aligned IT service quality, through a constant cycle of managing, agreeing, monitoring, reporting and reviewing IT service achievements and through instigating actions to eradicate unacceptable levels of service. The LAN Monitoring and Evaluation process will primarily cover activities outside the organization at a client level to ensure client service level are maintained. Although it is recognized that many services may be impacted by problems outside the organization, the role of LAN Monitoring and Evaluation will be to make a best effort to manage and coordinate activities where authorized. LAN Monitoring and Evaluation will report and highlight external issues where possible.

Key Responsibility Areas

- Facilitate the implementation of LAN Monitoring and Evaluation Operational plan, processes, policies and standards.
- Ensure Adherence to Service Monitoring Standards and Requirements
- Manage the provision of LAN Service Management support services
- Management of the LAN Service Management team.

Qualifications and Experience

Minimum: 3 year National First Degree in Computer Science, business studies, and/or IT/ related fields, (NQF level 7).

Experience: 5 - 6 years practical experience in LAN Monitoring and Evaluation. Which should include: 3 Years' experience as a Manager/Specialist/Supervisor with management/supervision of business support/operations in a Corporate/Public Sector Organisation. Management of performance of systems, servers and other related infrastructure. Management and resolution of incidents logged. Experience in the provision of ICT solutions and services.

Technical Competencies Description

Organizational Awareness: IT and Government Industry. IT Products and Services. An in-depth knowledge of: System performance. Support service offerings. Performance Management. Contracts and Service Level agreements. Opex Management. Stakeholder management. A solid understanding of: Mentoring and Coaching of

Engineers/Technicians Managing through evolving technologies knowledge of Service Management systems (ASPECT /ARS/ITSM7) or equivalent applications ICT Operational Trends Network Operating Systems Project Management Understanding of Quality assurance standards Understanding of the government regulations Various and relevant legislative framework.

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: 26 October 2023

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.