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| **REFERENCE NR** | : | **VAC00497/21** |
| **JOB TITL** | : | **Consultant End User Computing (SAPS Field Support)** |
| **JOB LEVEL** | : | **D1** |
| **SALARY** | : | **R 531 759 – R 797 639** |
| **REPORT TO** | : | **Lead Consultant EUC Support-** |
| **DIVISION** | : | **Service Management** |
| **DEPT** | : | **End User Computing** |
| **LOCATION** | : | **SITA Erasmuskloof** |
| **POSITION STATUS** | : | **Permanent (Internal & External)** |

## Purpose of the job

Manage the provisioning of End User Computing Services, planning, coordinating, monitoring and controlling of all support services, systems, servers and other LAN infrastructure related services. Manage the End User Computing Services the maintenance, support services relating to all LAN Infrastructure Services Manage the availability of the services according to prescribed procedures, policies, standards and SLA's. Manage the design, planning, acquisition, implementation, maintenance and Support relating to the all LAN Infrastructure Services. Manage the resolution of hardware and software service requests, incidents and problem resolutions within the LAN infrastructure environment.

## Key Responsibility Areas

Manage the provision of desktop support services. Facilitate the implementation of Desktop management Operational plan, processes, policies and standards. The design, implementation, customization and maintenance of the Remote Software deployment strategy. Incident Management. Coordinate all installations and fixes for desktop computers, printers, telephones, software, peripherals, etc. for Departments. Management of the Desktop Management team

## Qualifications and Experience

**Required Qualification:** minimum Degree/ National Diploma in IT or Computer Science or IT related fields (NQF level 6.

**Certification:** N+ and international examination passed A+ and international examination passed CCNA/MSCE will be an added advantage.

**Experience:** 5 - 6 years' experience in the End User Computing and related LAN Infrastructure services. 3 years' experience as a Senior Specialist, Senior Specialist EUC Support Engineer, Consultant Network Engineer, Management in a corporate or public sector organization. Experience in working within the ITIL Framework for Incident, Problem, Change, or Service Request Management. Experience in the design, planning, implementation of ICT solutions and services.

## Technical Competencies Description

Extensive knowledge of enterprise class desktop software such as Windows 10, Windows 7, Mac OS X, antivirus, remote management and troubleshooting, asset management and inventory, printing and Call canters. General desktop support knowledge including hardware, software, and networking concepts. Knowledge of ITIL concepts including Service Management and Service Delivery. Knowledge of TCP/IP protocol, routing concepts, and troubleshooting. An advanced knowledge of network management software, concepts, and troubleshooting techniques.

**Technical competencies:** Application Development, Application Maintenance and Support, System Maintenance & Support, Business Analysis, Business Continuity, Business Intelligence & Analytics, Customer Advocacy Management (Consultancy), Customer Relationship Management, Enterprise ICT Governance (Policies & Legislation), Network/Infrastructure Management, Software Quality Management, Vendor/Supplier Management.

**Leadership Competencies:** Customer Experience, Collaboration, Communicating and Influencing, Outcomes driven, Innovation, Planning and Organising, Creative Problem Solving, Managing People and Driving Performance, Decision-making, Strategic Thinking.

**Interpersonal/behavioural competencies:** Active listening, Attention to Detail, Analytical thinking, Continuous Learning, Disciplined, Empathy, and Stress 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: 07 April 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.
- CV's sent to incorrect email address will not be considered