



VACANCY - 2212

REFERENCE NR	:	VAC00274/26
JOB TITLE	:	Consultant: Unified Communications
JOB LEVEL	:	D2
SALARY	:	R 651 627 – R 977 440
REPORT TO	:	Lead Consultant: Unified Communications
DIVISION	:	Service Delivery Management
DEPT	:	End user Computing
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide support and implementation of Unified Communication infrastructure and solutions including the planning and implementation of UC expansions.

Key Responsibility Areas

Management and Administration; Infrastructure Preparation; user support; Reporting and Communication.

Qualifications and Experience

Required Qualification: 3-year Diploma/Degree in IT related field (Computer Science, Information Technology/Engineering, BCom etc). Certification: CCNP Voice or equivalent will be an added advantage

Experience: 6-7 years' experience in the provision of ICT solutions, specifically within Unified Communications (Voice, Video and PBX) environment. Advanced experience with design, implementation, and support of a IP Telephony environment to include Communications Manager, Voice Gateways, Voice Mail, Unified Messaging, and Contact Centre. Expert knowledge of basic networking concepts such as Quality of Service (QoS), virtual LANS (VLANs), static routes, IP subnetting, etc. Root cause problem solving mindset. Strong written and oral communication, documentation, and interpersonal skills. Strong project management skills and attention to detail. Exemplary customer service skills. Ability to coordinate work across multiple vendors. Proficient with the Microsoft Office Suite of products (Word/Excel/Outlook).

Technical Competencies Description

Proficiency in routing and switching technologies. Voice over IP – Line Side and Gateway side. IP Telephony architecture and implementation. Configuration of Quality of Service. Voice mail systems and call distribution functions. Understanding of Communications protocols such as H323 / SIP / MGCP / SCCP. Video, Voice and Web Conferencing. Multivendor Unified Communications applications integration. Technical Leadership. ITIL. Personal Attributes / Behaviors: Agility, Collaboration, Customer Centricity, Integrity, Innovation and Empathy.

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: 25 March 2025

Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only.

- 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 accepted