



## VACANCY

<b>REFERENCE NR</b>	:	<b>Exec_Client</b>
<b>JOB TITLE</b>	:	<b>Executive: Client Engagement</b>
<b>JOB LEVEL</b>	:	<b>E5</b>
<b>SALARY</b>	:	<b>R1 978 245 - R2 967 368</b>
<b>REPORT TO</b>	:	<b>Managing Director</b>
<b>DIVISION</b>	:	<b>Client Engagement</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof, Pretoria</b>
<b>POSITION STATUS</b>	:	<b>5 - Years – Fixed Term Contract</b>

### Purpose of the job

Responsible for leading and driving new business development, client retention, satisfaction, marketing and revenue growth, championing client-centric strategies, overseeing relationship management frameworks, and collaborating cross-functionally to ensure the delivery of high-value solutions across the client portfolio.

### Key Responsibility Areas

- Client engagement strategy development.
- Customer relationship management and retention.
- Business development, revenue and growth.
- Products packaging, solutioning and pricing.
- Marketing and brand management.
- Human capital management.

### Qualifications and Experience

**Minimum:** Degree in Business or Information Technology or equivalent NQF Level 7.

**Experience:** 10 years of professional experience in client success, business development, client relations, marketing and revenue growth, ideally with exposure in both public and private sectors. 8 years at the Senior Management in a Large Organisation or equivalent.

### Technical Competencies Description

#### Knowledge of:

- Knowledge of ICT products and services with strategic ICT industry insights.
- Knowledge of client relations and communication approaches.
- Deep understanding of public sector and government ICT requirements.
- Knowledge of business development, marketing and client retention strategies
- Knowledge and understanding of ICT technologies, legislation, policies and procedures and how they can be applied to improve service delivery.
- Knowledge of PFMA and procurement procedures in Government.
- Strategic business acumen.

**Technical competencies:** Strategic pricing and Market research.

**Leadership competencies:** Customer Experience; Negotiation; Communicating and Influencing; Outcomes driven Planning and Organising; Creative Problem-Solving; Relationship building and management; Managing People and Driving Performance; Decision-making; Responding to Change and Pressure and Strategic Thinking.

**Interpersonal/behavioural competencies:** Empathy; Innovative; Collaborative; Agile; Integrity and Customer centricity.

#### **Other Special Requirements**

N/A.

#### **How to apply**

Kindly forward your CV to: [Puleng.recruitment@sita.co.za](mailto:Puleng.recruitment@sita.co.za)

#### **Closing Date: 29 June 2026**

#### **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 for 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 the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a performance contract, assessment recommendation, verification of the applicants` documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CVs from Recruitment Agencies will not be considered.
- CVs sent from incorrect email address will not be considered.