VACANCY

REFERENCE NO	:	**VAC00960/24**
JOB TITLE	:	**Head of Department: Service Delivery Management**
JOB LEVEL	:	**E2**
SALARY	:	**R 1 339 003 - R 2 008 505**
REPORTS TO	:	**Exec: IT Service Management**
DIVISION	:	**IT Service Management**
DEPT		**Service Delivery Management**
LOCATION	:	**SITA Centurion, Pretoria**
POSITION STATUS	:	**5 years Fixed term contract (Internal/External)**

Purpose of the job

The role will be responsible to manage information technology (IT) service offerings to SITA clients, establishes relationships with clients. manage IT service level management, service continuity, and service operation, ensure availability and stability of business critical applications through leading and facilitating cross functional IT development, operational and support teams.

Key Responsibility Areas

- Define IT Service Management (ITSM) strategy and roadmap;
- Ensure service capability delivery;
- Drives continuous improvement of service delivery to customers;
- Provide direction and leadership in the general Management and Operations of the Department
- Customer service: Manage organisational resources to resolve customer issues and to identify root causes while balancing the financial realities and strategic goals of the company;
- Financial and business management; and
- Human Capital Management.

Qualifications and Experience

Minimum Qualifications:

A Bachelor's Degree in Computer Science /Information Technology or relevant equivalent to NQF Level 7.

Experience:

10 years in the provision of ICT services / solutions, with 5 years as a Senior Manager with strategic leadership, general management, business support/operations within the corporate, which should include the following:

- ✓ ICT Service Delivery Management experience;
- ✓ IT/Service Delivery exposure on ITSM (Service Management) practices and principles;
- ✓ Cobit foundations, formal project management and experience in the infrastructure using ITIL framework; and
- ✓ IT contracts and vendor management experience.

Technical Competencies Description

Knowledge of: In depth understanding of IT Service Management Technology solutions and related security requirements, understanding of messaging services, understanding of data management backup principles, in depth knowledge of IT Models and Frameworks, excellent Vendor Management, excellent stakeholder management, Extensive knowledge of IT Service Management Technology solutions and related security, including design, implementation, management, troubleshooting, and documentation, extensive knowledge of aspects of internet connectivity, network switching and routing and wireless infrastructure, knowledge and understanding of ICT technologies, legislation, policies and procedures, knowledge of PFMA and procurement procedures in Government, understanding continual improvement through service/process monitoring and evaluation, expertise in contract negotiation procedures, business risk and issue identification, knowledge of ICT Governance strategy, policies and procedures.

Skills: Excellent project management skills. ICT security management, financial management, exceptional communication skills; excellent managerial and administrative skills; people management, interpersonal skills and teamwork.

Other Special Requirements

- Ability to formulate strategies and conceptualising;
- Ability to develop strategic relationships;
- Transformational leadership;
- Ability to partner across business units and product teams to gather requirements, design and implement solutions accordingly;
- Ability to interface with senior executives, partners, vendors and deliver technical solutions for their needs;
- Ability to work with key vendor partners on shaping the product direction in support of both business and technology needs while ensuring a robust and cost-effective computing environment; and
- Ability to lead concurrent projects.

How to apply

Kindly forward your CV to: Zandile.recruitment@sita.co.za stating the position applying for and the relevant reference number

Disclaimer

SITA is an Employment Equity employer and these positions will be filled based on Employment Equity Plan. 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 the right not to make an appointment;
- Appointment is subject to getting a positive security clearance, the signing of a contract of employment verification of the applicant's documents (Qualifications) and reference checking;
- Correspondence will be entered into with shortlisted candidates only; and
- CV`s from Recruitment Agencies will not be accepted.