VACANCY		

REFERENCE NR	:	**VAC00800/25**
JOB TITLE	:	**Head of Department: End User Computing**
JOB LEVEL	:	**E2**
SALARY	:	**R1 405 954 - R2 108 931**
REPORT TO	:	**Executive: Service Management**
DIVISION	:	**Service Management**
DEPT	:	**End User Computing**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**5 years Fixed term contract**

Purpose of the job

The job will be responsible to drive implementation of the end user computing strategy to allow SITA to effectively and efficiently develop and deliver end user computing services in accordance with time, budget and appropriate standards to ensure quality end user experience to SAPS, DOD and National clients.

Key Responsibility Areas

- To oversee the development of EUC Business and Operational plans in order to achieve the objectives in line with EUC Strategy and Corporate Strategy and objectives.
- Lead the development of the EUC strategy that is aligned to the company's objectives to ensure effective and efficient the provisioning of services
- Lead and manage the provision of effective EUC Services through management of customer relationships in line with contracted EUC Service Level Agreements for optimal performance and availability of solutions to clients
- Provide thought leadership to clients through preliminary research, problem statement definition, business case development with regard to EUC solution provisioning
- Financial and business management
- Human Capital Management

Qualifications and Experience

Required Qualification: An NQF 7 level qualification in Business Management / Information Technology or related disciplines.

Experience: 8 years in the provision of ICT services / solutions, with 4 years as a Senior Manager with strategic leadership, general management, business support/operations as well as in the provisioning of large systems within the public sector which should include the following: 8 years hands-on experience in the EUC environment in a large organization. Deep working knowledge & experience of EUC solutions, services, trends, frameworks and standards, trends. Experience with contract and vendor negotiations and management including managed services. Experience in preparing, managing operating budgets. Experience with business continuity, disaster recovery, risk management, contract/vendor negotiations, and service management processes. Proven ability to serve as an affective member of a senior manager team and being an effective leader to a team of highly trained staff and consultants. Proven ability to form, manage, lead advisory committees and interact effectively with risk and data managers, auditors, consultants, vendors and other orientational stakeholders. Experience in dealing with complex projects and meeting

conflicting demands General experience with Hosting, Wide Area Networks, Cloud computing and Software Defined infrastructure environments.

Technical Competencies Description

Knowledge of: IT Skills (MCSE, EUC - LAN and Desktop Support Ability to Design and Implement Monitoring Solutions Ability to Design and Implement Remote Management Solutions Service Management and governance frameworks, such as (ITIL, ISO 20000/ 27000, COBIT) Risk finance and risk control concepts. Enterprise risk management concepts, frameworks. Deep understanding of operational integration of EUC functions with Applications, WAN, Hosting Security environments. Strong knowledge of EUC and network architecture. Deep knowledge of security best practices, principles, and common EUC / Network frameworks. Excellent written and verbal communication skills and high level of personal integrity Innovative thinking and leadership with an ability to lead and motivate cross-functional, interdisciplinary teams. knowledge of the latest IT thinking and threat modelling methods together with a creative drive. Analytical mind capable of managing numerous information sources and providing data analysis reports to senior management. Strong customer focus – able to meet the demands of internal and external customers. Excellent communication skills – providing verbal and written communication. Excellent Project management skills. Strong networking, consultation and negotiation skills. Excellent Planning & Organising. Financial management.

Other Special Requirements
N/A.

How to apply

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

Closing Date: 05 September 2024

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.