



## VACANCY

<b>REFERENCE NR</b>	:	<b>VAC00791/23</b>
<b>JOB TITLE</b>	:	<b>Head of Department: Products Services and Solutions</b>
<b>JOB LEVEL</b>	:	<b>E2</b>
<b>SALARY</b>	:	<b>R 1 339 003 - R 2 008 505</b>
<b>REPORT TO</b>	:	<b>Executive: Service Management</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>DEPT</b>	:	<b>Production, Service and Solutions - PSS</b>
<b>LOCATION</b>	:	<b>SITA Centurion</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### Purpose of the job

To provide strategic direction, leadership and management oversight in the life cycle management of all SITA products and services towards improved financial sustainability of SITA and increased customer satisfaction.

### Key Responsibility Areas

- Maintain a relevant and up-to-date SITA product and service catalogue.
- Lead the development, implementation, and maintenance of relevant SITA Product and Service Lifecycle Management policies, processes, guidelines, and Standards, ensure regular reviews and benchmarking of the SITA product and service catalogue with lines of business to ensure relevance in terms of pricing, features, and value proposition, Partner with lines of business to institutionalise and promulgate the SITA product and service catalogue internally and externally
- Ensure effective & efficient execution of products and services life cycle management to enable the organization to deliver products to the market on time and to meet customer specific requirements
- Manage the process of solution design and proposal development that will enable government departments to improve service delivery
- Manage the process of benchmarking, costing, pricing and sustainability management for SITA Service Portfolio
- Financial and business management
- Human Capital Management.

### Qualifications and Experience

**Minimum:** A Bachelor's Degree (NQF Level 7) in Finance/Commercial /Computer Science /Information Technology/Business Management or related fields.

**Experience:** 8 years' experience in the ICT field with leadership, business management, operational responsibilities in a large corporate, with 5 years as a Senior Manager with strategic leadership, general management, business support/operations within the corporate which should include the following: Experience in product and service Life-Cycle Management and product commercialisation. Experience in ICT strategy and policy development, strategic financial management, strategic stakeholder management and strategic customer management.

Proven track record of developing, managing, and launching large-scale IT product and service projects with strong technical background.

### Technical Competencies Description

**Knowledge of:** ICT Solutions modelling tools and techniques. Business analysis. Systems Analysis and Design. Financial Management. Business Management. Project management within governing policies, procedures and guidelines. Customer management services. Government Information Management. Architecture Methodologies and Practices. ICT Governance. ICT Compliance. Project Management. Quality Management. Business Process Management. Product management. Solution Architecture. Technology Management. Product and Service Life Cycle Management. Marketing and Technology landscape. Stay abreast of trends and technological developments nationally and internationally. Strategic Management. Strategic ICT Business acumen. Government ICT policies and compliance requirements. Strategic budgetary implementations programme. Risk and governance management procedures and requirements. Strategic stakeholder.

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

**Interpersonal/behavioural competencies:** Active listening, Attention to Detail, Analytical thinking, Continuous Learning, Disciplined, Empathy, Resilience, and Stress Management.

### Other Special Requirements

N/A.

### How to apply

Kindly forward your CV to: [Masoko.recruitment@sita.co.za](mailto:Masoko.recruitment@sita.co.za) stating the position applying for and the relevant reference number

**Closing Date: 26 May 2022**

### 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 applicants 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