



## VACANCY

REFERENCE NR	:	VAC00269/23
JOB TITLE	:	Lead Consultant: Provincial and Local Consulting (PLC)
JOB LEVEL	:	D3
SALARY	:	R 724 276 – R 1 086 415
REPORT TO	:	Provincial Manager
DIVISION	:	Prov MP: Central Region
DEPT	:	Prov MP: Provincial and Local Consulting
LOCATION	:	Nelspruit Mpumalanga
POSITION STATUS	:	Permanent (Internal & External)

### Purpose of the job

Development, execution and continuous refinement of multi-channel relationship management through the development of Provincial and local government and public entities specific programs, road maps and strategies. Business Development and retainment of the existing business baseline. Ensure sustainable profitability and high levels of customer satisfaction.

### Key Responsibility Areas

- Manage and drive portfolio of customers and to perform customer needs analysis and requirements. Provide solution approach to deliver services within the existing contractual constraints. Policies and SITA commercial service catalogue
- Coordinate service/product delivery and solutions for each provincial customer
- SLA Management, monitoring and review
- Perform customer needs analysis in collaboration with lines of business
- Financial and business management
- Human Capital Management.

### Qualifications and Experience

**Minimum:** 3-year National Diploma / Degree in ICT or Commerce - at least NQF level 6 or a verified / certified alternative equivalent @ NQF Level 6.

Certification in TOGAF, COBIT, ITIL, or other IT related is an added advantage.

**Experience:** 7 - 8 years professional experience, including, at least 5 years' experience in business development and ICT Sales, preferably in public sector.

### Technical Competencies Description

**Knowledge of:** Business of Government; Customer service management; Customer relationship management; Government Information Management; Business Development (management of pipeline, forecasts, key account management); ICT Governance; High level knowledge of TOGAF, ITIL, COBIT; ICT solutions and services; Good understanding of contracts and management thereof, Strategic Planning; Strategic Selling.

Technical Competencies: Business Analysis, Business Development, Customer Advocacy Management (Consultancy), Customer Relationship Management, IT Project Management, IT Service Management, IT Risk Management.

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

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

#### Other Special Requirements

N/A.

#### How to apply

1. To apply please log onto the e-Government Portal: [www.eservices.gov.za](http://www.eservices.gov.za) and follow the following process;
2. Register using your ID and personal information;
3. Use received one-time pin to complete the registration;
4. Log in using your username and password;
5. Select Recruitment Jobs;
6. Select Recruitment Citizen to browse and apply for jobs;
7. Once logged in, click the Online Help tab for support if needed.

For support contact the following people: Prudence.masola@sita.co.za, Marie-Heleen.Labuschagne@sita.co.za and Zanele.sompini@sita.co.za

**CV`s sent to the above email addresses will not be considered.**

**Closing Date: 28 January 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