



VACANCY - 3153

REFERENCE NR	:	VAC00824/27
JOB TITLE	:	Lead Consultant: Commercial Design and Packaging
JOB LEVEL	:	D3
SALARY	:	R 760 490 - R 1 140 736
REPORT TO	:	Snr Manager: PSS Commercial Design and Packaging
DIVISION	:	Client Engagement
DEPT	:	Product, Services and Solutions
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

Provide input in the crafting of Product Portfolio Strategy and Roadmaps. Responsible for the Product and Service Life-Cycle Management, Commercial Design and Packaging of SITA Products and Services such as Networks, Cloud & Hosting, Digital Services, Cybersecurity, Unified Communications, End User Computing and IT Consulting. The Lead Consultant will also be expected to design and implement a Go-To-Market Plan in collaboration with CRMs and Customer Advocates. To provide support to the LoBs during Product Development Lifecycle. Assist the Senior Manager to implement Product Management Philosophy aligned to the SITA Strategy, SITA Business Model and SITA Engagement Model. Responsible for driving market research including benchmarking of products and services, and customer value propositions across all SITA service categories. Drive product efficiency initiatives by providing input in processes and systems required to manage customer end to end.

Key Responsibility Areas

- Packaging of Products and Services according to the Products and Services Lifecycle Management Framework
- Service Catalogue Management
- Cross-functional collaboration and stakeholder management
- Market and Competitive Analysis
- Service Information Management for Sales Enablement
- Commercial Packaging Governance.

Qualifications and Experience

Minimum: 3-Year National Diploma/ bachelor's degree in computer science, Information Technology, Business Management, Commerce, Engineering, or a related field. @NQF 6.

Certifications: Professional certification in Product Management/ Business Analysis / ITIL / Project Management is advantageous, not mandatory.

Experience: Minimum 7-8 years' experience in ICT with operational responsibilities in a large corporate/public sector organisation. At least 5 of these years should be in product and service packaging and -management, service catalogue development and management, SLA development, proposal development.

Experience presenting to executive stakeholders.

Technical Competencies Description

Knowledge of: Business fundamentals. Business acumen. Commercial acumen. Product and Service Lifecycle Management. Service Design. Business Analysis. Market Analysis. Desktop Benchmarking. Project Management principles. Collaboration. Planning and organising. Innovative Thinking. Problem Solving. Working with Tools & Technology. Government ICT policies and compliance. Risk and governance management procedures and requirements. Strategic and tactical management.

How to apply

To apply please log onto the e-Government Portal: www.eservices.gov.za and follow the following process

1. Register using your ID and personal information
2. Use received one-time pin to complete the registration
3. Log in using your username and password
4. Click on "Employment & Labour
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

Or, if candidate has registered on eservices portal, access www.eservices.gov.za, then follow the below steps:

1. Click on "Employment & Labour
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support contact egovsupport@sitaco.za OR 080 1414 882

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

Closing Date: 20 October 2026

Disclaimer

SITA is an Employment Equity employer, and this position will be filled based on the 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.
- 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.
- CV`s from Recruitment Agencies will not be considered.