



## VACANCY

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|------------------------|---|--|
| <b>REFERENCE NR</b>    | : | <b>VAC01751/22</b>                         |
| <b>JOB TITLE</b>       | : | <b>Lead Consultant: End User Computing</b> |
| <b>JOB LEVEL</b>       | : | <b>D3</b>                                  |
| <b>SALARY</b>          | : | <b>R 724 276 – R 1 086 415</b>             |
| <b>REPORT TO</b>       | : | <b>Snr Manager: End User Computing</b>     |
| <b>DIVISION</b>        | : | <b>Service Management</b>                  |
| <b>DEPT</b>            | : | <b>Coastal Region</b>                      |
| <b>LOCATION</b>        | : | <b>SITA Western Cape</b>                   |
| <b>POSITION STATUS</b> | : | <b>Permanent (Internal &amp; External)</b> |

### Purpose of the job

To ensure the optimum performance of the LAN and Desktop services to SITA's customers. Provide and execute operational plans, policies, procedure, processes and standards for the implementation, maintenance and support of the related services. To ensure effective and efficient provisioning and management of LAN & Desktop Services, ensuring the availability of services according to service level agreements. To ensure effective and efficient management of 3rd party service providers in accordance to contracted services. To ensure the optimum provisioning of services through design, planning, acquisition and implementation of technology solutions.

### Key Responsibility Areas

- To Provide inputs into the development and oversee the implementation of the LAN and Desktop Services Operational Plan that is aligned to the Functional Support Service Delivery strategy.
- To Provide LDS technical advisory services to SITA's customers
- Manage, Implement, Monitor and control improvement of business processes
- To ensure a healthy client relationship is maintained
- To monitor the performance Contract and related requirements management
- To comply to sound Financial management principles
- To oversee the performance and management of the Human Resources within the allocated ICT environment

### Qualifications and Experience

**Required Qualification:** minimum Degree in ICT or Computer Science or related IT fields. Certificate in ITIL Project Management.

**Experience:** 6 – 8 Years' experience in the respective field. 3-4 Years' experience as a Manager/ Senior Specialist with general management, business support/operations in a Corporate/Public Sector Organisation. 4-6 years' experience in the provision of ICT solutions and services.

### Technical Competencies Description

**Knowledge of:** hardware and software support for client system/solutions. Understanding of Server Support solutions, System performance and security Understanding of Enterprise LAN Infrastructure Services and Technology solutions Knowledge of design principles and practices; Knowledge of computing and information technology

strategic plans, procedures, programs and schedules for computer services, network communications, and management information services. Knowledge of industry best practices and standards eg. ITIL, COBIT Knowledge of Financial Management Principles. Knowledge of Project Management Methodology. Understanding of Quality assurance standards. Various and relevant legislations: State Information Technology Act. Company's Act. King Code III. Financial legislation: Public Finance. Management Act (PFMA), Treasury. Regulations, Tax Laws.

**Technical competencies:** Application Maintenance and Support, Business Continuity, Customer Advocacy Management (Consultancy), Customer Relationship Management, Financial Accounting, Human Capital Management, Network/Infrastructure Management, Software Quality Management, Vendor/Supplier Management, Customer Experience, Collaboration, Communicating and Influencing, Outcomes driven, Innovation, Planning and Organising, Creative Problem Solving, Bimodal IT Practice, Managing People and Driving Performance, Decision-making, Responding to Change and Pressure, and Strategic Thinking.

**Interpersonal/behavioural competencies:** Active listening, Attention to Detail, Analytical thinking, Continuous Learning, Disciplined, Empathy, Inclusivity, Resilience, and 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 queries/support contact [eRecruitmentSupport@sita.co.za](mailto:eRecruitmentSupport@sita.co.za)

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

**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