



VACANCY - 2662

REFERENCE NR	:	VAC00956/25
JOB TITLE	:	Network Engineer (Unified Comm)
JOB LEVEL	:	C5
SALARY	:	R 478 420 – R 717 630
REPORT TO	:	Consultant: Network Engineer
DIVISION	:	National and Regional Consulting
DEPT	:	RPL HOD Northern Region
LOCATION	:	SITA Centurion
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To manage the infrastructure that enables voice services, ensuring smooth operations, optimizing performance, and resolving technical issues.

Key Responsibility Areas

- Design, implement, and support voice services
- Contribute to the long-term unified communications (UC) design strategy and roadmap, including core voice architecture, engineering standards, and best practice guides.
- Plan and execute upgrades and migrations of legacy voice systems to modern solutions.
- Conduct capacity planning and optimization for voice network resources.
- Configure, install, and maintain VoIP systems and related infrastructure.
- Collaborate with network engineers to ensure seamless integration of voice and data networks.
- Provide daily administration for all voice network infrastructure.
- Monitor voice network performance to identify and resolve issues promptly.
- Analyze call traffic patterns and quality metrics to enhance system performance.
- Perform routine maintenance and updates on voice communication systems.
- Provide technical support and troubleshooting for end-users facing voice communication issues.
- Provide user support and attend to logged voice incidents.
- Identify voice-related issues and risks and develop appropriate mitigation plans.
- Develop and maintain documentation for voice infrastructure and related processes.
- Manage the infrastructure that enables voice services.

Qualifications and Experience

Minimum: 3-year National Diploma/Degree in IT or Engineering related field (Computer Science, Information Technology/Engineering). Industry certification: Cisco CCNA Collaboration or CCNA Voice required, CCNP Collaboration will be an added advantage.

Experience: 3 - 5 years' experience with Voice gateways and CUCM v11.5, Session Border Controller Configuration experience.

- Experience in Voice technologies (Cisco Call Manager, Cisco Finesse etc)
- Fundamental understanding of IP Networking (Wide Area Network (WAN), Network topology, Application Layer and routing protocols)
- Configure features and functionalities as per customer specifications.
- Troubleshoot and resolve Level 2 Service Requests for Unified Communications installations.

- Ensure accurate completion of installations and that queries are attended and resolved timeously, as per the relevant Service Level Agreement.
- Fundamental understanding of VoIP Troubleshooting.

Technical Competencies Description

Knowledge of: SIP, VOIP and Cisco Call Manager platform, Video and Web conferencing; ESXI, System IOS & OS platforms; Management Suite (PCP, PCA, PCD & eSight); Unified Messaging; Strong SIP knowledge; Customer Contact Centers; End user telephony equipment; Configuring and supporting multi-site voice deployments: Self-confidence, Problem resolution orientation, customer relations and communication. Ability to interact with leadership and external customers. Incumbent must be willing to consult and Interact with Government officials, standards generating bodies, accreditation and certification bodies. Ability to work independently under minimal supervision. Must be willing to work standby shifts and overtime when required. The incumbent will be required to consult and interact with relevant Government Officials, standards generating bodies, accreditation and certification bodies.

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 following 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 egovsupport@sita.co.za OR call 080 1414 882

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

Closing Date: 08 December 2025

Disclaimer

SITA is an Employment Equity employer, and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted 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.

