



## VACANCY

|                 |   |  |
|-----------------|---|--|
| REFERENCE NR    | : | VAC00913/23                                  |
| JOB TITLE       | : | Professional Governance and Business Support |
| JOB LEVEL       | : | E1   |
| SALARY          | : | R 1 194 938 - R 1 792 406                    |
| REPORT TO       | : | Executive: Service Management                |
| DIVISION        | : | Service Management                           |
| DEPT            | : | Governance and Business Support              |
| LOCATION        | : | SITA Centurion                               |
| POSITION STATUS | : | Permanent (Internal & External)              |

### Purpose of the job

Responsible for ensuring that Service Management initiatives and projects are managed efficiently and effectively, with the aim of improving the overall management of IT Service services while minimizing the risks to the organisation. The incumbent will also be responsible for ensuring that SITA delivers the services as agreed with their clients while delivering value from investments made.

### Key Responsibility Areas

- Manage and implement Oversight, Governance and Business Support procedures for Service Management processes to ensure continuous IT Improvement to business. This covers Service Management Audit Findings, Strategic and Operational Risks, Contracts, Projects and Service Delivery.
- Responsible for coordination of Service Management Strategy / Business Plan Development, Implementation Monitoring, Monthly and Quarterly Reporting.
- Responsibility of on time delivery, within budget and quality of the all service management and proposal development projects.
- Advise stakeholders about IT Governance and Business support processes to ensure successful delivery of services to enhance the existing Service Management Portfolio.
- Managing contract creation, execution, renewal and analysis to maximize operational and financial performance of the contracted party while reducing financial risk for SITA.
- Accountable for ITIL Life Cycle Management relevant to service delivery services, SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery.
- Financial and business management
- Human Capital Management.

### Qualifications and Experience

**Required Qualification:** Bachelor Degree in Information Technology / B Tech in Information Technology / B Degree in Business Management or related field.

Certifications: ITIL v3 or v4 Certification, COBIT Certification ISO/ IEC 20 000 Certification, PMBOK or PRINCE2 or both.

**Experience:** 8 + years working of ICT experience with IT Service Management / IT Operations / Infrastructure / Service Management with 4 years in a management role. Experience should include: - Overseeing medium to large-scale information technology projects driven by project management frameworks. Managing departmental budgets and overall departmental financials, contracts and vendor management. Exposure/experience with a wide variety of business productivity solutions. Managing strategic change, through project implementations, in a dynamic operating environment 3 years solid IT governance, risk and compliance experience. Leading a team of highly skilled ICT professionals and consultants. Contract and supplier management ability. Experience and knowledge acquired through professional development, Technical Lead and Management experience. Excellent technical, analytical, and project management skills. Strong communication and interpersonal skills. Good leadership and motivational skills.

### Technical Competencies Description

**Knowledge of:** IT Service Management, ICT Governance risk and Compliance Frameworks, Project Management, Contract Management, Lifecycle IT Risk Management ICT related Acts ICT Business Environment and Landscape State Information Technology Act Company's Act Financial legislation: Public Finance Management Act (PFMA), Treasury Regulations, Tax Laws.

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

**Interpersonal/behavioural competencies:** Active listening, Attention to Detail, and Analytical thinking.

### How to apply

Kindly forward your CV to: [Sisamtemba.recruitment@sita.co.za](mailto:Sisamtemba.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