



VACANCY

REFERENCE NR	:	VAC00820/24
JOB TITLE	:	Provincial Manager – Tier 2
JOB LEVEL	:	E1
SALARY	:	R 1 194 938 - R 1 792 406
REPORT TO	:	Regional Manager
DIVISION	:	Provincial and Local Consulting
DEPT	:	RPL: HOD Northern Region
LOCATION	:	SITA Centurion
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide strategic direction, leadership and management of Tier 2 Provincial operations by overseeing the rendering of ICT services, monitoring and reporting on programme/project performance, improving customer satisfaction and promoting customer advocacy, enhancing long-term client relations which is evidenced by improved Client satisfaction levels. Additionally, to oversee the effectiveness and efficiency of the Tier 2 Province and towards the realization of revenue growth and the optimal utilization of skills and competencies in the province in order to ensure a sustainable SITA value proposition.

Key Responsibility Areas

- Provide input to the development and implementation of the SITA Provincial and Local Government Service Strategy.
- Drive continuous improvement to improve service delivery to customers
- Consolidate and facilitate the implementation of the Provincial Government departments IT and Procurement Plans in respect of the SITA mandate
- Provide direction and leadership in the general management and operations of the Province
- Drive customer satisfaction excellence through effective Customer Advocacy strategies
- Provide thought leadership to clients with regard to digital solution provisioning.
- Ensure effective management of resources (i.e. budget/finances, asset) within the Province
- Ensure effective Human Capital Management (Leadership)
- Implement Service Delivery Model for Tier 2 Province capabilities, as per the SITA Tiered Distribution Model
- Manage compliance management processes within the department.
- Responsible for the Financial Management for the Province in order to ensure revenue generation/ profitability.
- Ensure effective management of stakeholder relationships at all levels.

Qualifications and Experience

Required Qualification: Bachelor's Degree / B. Tech in Business Management, Information Technology, Computer Science, or Commerce and/or equivalent (NFQ Level and Credits).

Experience: 8+ years management/leadership experience within an IT environment, of which 4 years' experience as a general manager or senior manager in corporate/public sector organisation.

Technical Competencies Description

Knowledge of: Corporate Governance; ICT Governance and compliance; Solution Development; ICT Service Delivery; IT Quality Management; General Business management and development; General HR Management; General Financial management; General ICT procurement; COTS (Commercial off the Shelf) products; OSS (Open source software) products; IT Strategies and architecture; Programme/Project Management; Business risk and issue identification; Knowledge of PFMA, MFMA and procurement policies in government; Consulting in a digital society.

Technical Competencies: Business Analysis, Business Development, Business Writing, Customer Relationship Management, Human Capital Management, Enterprise ICT Governance (Policies & Legislation), IT Project Management, IT Service Management, Project/Programme Management, IT Risk Management, and Corporate Governance.

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

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

Other Special Requirements

The incumbent must have a sound political acumen.

How to apply

Kindly forward your CV to: gprecruitment@sita.co.za stating the position applying for and the relevant reference number

Closing Date: 29 September 2023

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.