



VACANCY - 2918

REFERENCE NR	:	VAC00517/27
JOB TITLE	:	Provincial Manager: Tier 1
JOB LEVEL	:	E1
SALARY	:	R 1 254 685 - R 1 882 027
REPORT TO	:	Regional Manager: Central Region
DIVISION	:	National Regional & Consulting
DEPARTMENT	:	HOD: Central Region
LOCATION	:	SITA Nelspruit
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide strategic direction, leadership and management of Tier 1 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 delivery service to customers.
- Consolidate and facilitate the implementation of the Provincial Government department's 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 regarding digital solution provisioning.
- Ensure effective management of resources (i.e. budget/finances, assets) within the province.
- Ensure effective Human Capital Management (Leadership).
- Implement Service Delivery Model for Tier 1 Province capabilities, as per the SITA Tiered Distribution Model.

Qualifications and Experience

Minimum: 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.

Other Special Requirements

N/A

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@sita.co.za OR call 080 1414 882

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

Closing Date: 21 May 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 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 into with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.