Various IT Positions

We invite you to become part of our IT Tech Team

The State Information Technology Agency (SITA) is committed to leveraging Information Technology (IT) as a strategic resource for government, managing the IT procurement and delivery process to ensure that the South African government gets value for money, increased productivity; qualitative solutions, services and products; and uses best practice IT approaches in its modernisation and the delivery of services to all citizens. SITA currently offers end-to-end solutions across a complete spectrum of IT services to multiple national, provincial and local government departments.

We have RE - advertisement for following vacancies within the Service Management, Service Delivery Management Department available on a 24months fixed term contract

JOB TITLE	**:**	**Consultant: Service Operations (Problem Management) - VAC00908/25**
JOB LEVEL	**:**	**D1**
SALARY	**:**	**R 558 347- R 837 521**
LOCATION	**:**	**Centurion**

Purpose of job

To lead, develop, implement, optimise and influence service delivery by by applying Service Management business , technology, information, solution and support architecture aligned to Service Operations based on the ITIL Service Lifecycle, relevant ISO standards and COBIT Governance to Government enabling effective service management, to support the management of BAs, SLAs, OLAs and underpinning contracts.

Key Responsibility Area

- Management and Process ownership of ITIL Life Cycle stage (Service Operations- Problem management) relevant to all types of incidents, requests, events, access and problems raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery.
- Plan, organise, lead and direct all components of ITIL Life Cycle stage (Service Operations – Problem management) relevant to all types of incidents, requests, events, problems raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery
- Develop compliance measures for ITIL Life Cycle stage (Service Operations – Problem management) relevant to all types of incidents, requests, events, problems raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery
- Develop and implement policies, procedures and standards for ITIL Life Cycle stage (Service Operations – Problem management) relevant to all types of incidents, requests, events, problems raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery

- Training / Awareness and guidance of human resources who are functionally involved in ITIL Life Cycle stage (Service Operations – Problem management) relevant to all types of incidents, requests, events, problems raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery.
- Resource Management.

Qualifications and Experience

Minimum: 3-year National Diploma or Degree in IT or related fields and ITIL Foundations Certification.

Experience: 5-6 years' experience in Service Management principles aligned to good practice methodologies, development, implementation and application of the good practice methodologies related to Service Operations, i.e. (ITIL, COBIT, ISO), team leadership and project management principles and Customer Service Level and Relationship management.

Technical Competencies Description

Knowledge of: Policy and processes development and implementation. Understanding of IT Service Operations aligned to ITIL good practice methodology, TOGAF enterprise architecture framework, COBIT Governance and ISO 20000 standards. Understanding continual improvement through service/process monitoring and evaluation. Understanding and practice of Project Management.

How to apply

To apply or the above positions clearly indicate the job title and Vac number and send your CV to: Zandile.recruitment@sita.co.za

Closing Date: 30 October 2024

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. 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 the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard 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