



**VACANCY - 2180
RE ADVERTISEMENT**

REFERENCE NR	:	VAC01842/22 (RE 02)
JOB TITLE	:	Consultant: Client Contract Management
JOB LEVEL	:	D1
SALARY	:	R 558 347 – R 837 521
REPORT TO	:	Programme Manager
DIVISION	:	Eastern Cape: Provincial and Local Consulting
DEPT	:	Prov EC: Broadband Programme
LOCATION	:	BHISHO- Eastern Cape
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To develop national and provincial SLA primary documents, SLA annexures and SLA addendums well as initiate the relevant SLA annexures from the SITA lines of business. Initiate the process to finalise the business agreements and keep record thereof. Implement activities to establish, monitor, measure, and maintain client contracts, in accordance with legislative requirements and best practices, to ensure that SITA and client requirements are met.

Key Responsibility Areas

- Implement, measure, monitor and improve the Client Contract management strategy, framework, models, and standards.
- Ensure updated knowledge of the latest industry developments and ensure that appropriate technologies are used for knowledge management so as to ensure innovation and improved productivity
- Manage client contract management objectives to ensure successful delivery
- Manage and execute processes to establish an inventory of all client contracts
- Manage and execute processes to develop and maintain client contracts effectively. Understand and analyse client contract inputs e.g. requirements, legislation
- Manage and execute processes to advise on, monitor, measure and improve contract management service delivery
- Manage internal relationships with SITA internal stakeholders.
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Qualifications and Experience

Minimum: Bachelor's degree/BTech in Commerce field or an ICT related field (Computer Science, Information Systems, Technology and Engineering) or equivalent (NQF 7).

Experience: 5-6 years working experience in the contract management, engagement management/ relationship management and/or project management, including 2 years as Specialist/Manager in a corporate/public sector Organisation.

Technical Competencies Description

Knowledge of: Project management; Customer Relationship Management; Policy Review & Implementation; Business management; Business writing; Contract Management, including drafting, monitoring and measuring; Document configuration; Record management; Stakeholder Management; Statistical analysis; MS Excel; Knowledge and understanding of: (a) ITIL Service Management and Service Delivery modules, and (b) Complementary ITIL proficiencies such as release management or configuration management.

Technical competencies: Business Intelligence & Analytics; Business Writing; Customer Relationship Management; IT Project Management; IT Service Management; and Project/Programme Management.

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: 06 March 2025

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 applicant`s documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.