



**VACANCY - 1911  
RE ADVERTISEMENT**

<b>REFERENCE NR</b>	:	<b>VAC01178/23</b>
<b>JOB TITLE</b>	:	<b>Senior Manager: IT Infrastructure Services</b>
<b>JOB LEVEL</b>	:	<b>D5</b>
<b>SALARY</b>	:	<b>R 1 035 817 – R 1 553 726</b>
<b>REPORT TO</b>	:	<b>Provincial Manager</b>
<b>DIVISION</b>	:	<b>NRC: Exec National &amp; Regional Consulting</b>
<b>DEPT</b>	:	<b>Coastal Region (Prov WC: Infrastructure Services)</b>
<b>LOCATION</b>	:	<b>Western Cape – Cape Town</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal/External)</b>

**Purpose of the job**

The role will be responsible for leading and managing hosting services and operations, including data centre management, complete network services (WAN, LAN), Unified Messaging and Channel Enablement services. In line with the SITA structured approach, the position will also lead the hosting of unique, critical and transversal government solutions, ensuring the end-to-end availability of applications, uninterruptable business continuity in the client's environment and that contractual obligations for the provisioning of services are in place and met.

**Key Responsibility Areas**

- Develop plans, policies and procedures for network, hosting, Unified Messaging and Channel Enablement services implementation strategies and ensure compliance with governance frameworks.
- Develop and oversee the maintenance plan for the hosting services in order to ensure technical performance, availability and stability or sustainability
- Manage the Network (WAN & LAN) unified messaging and channel enablement services operations in the Province to ensure effective and efficient service delivery
- Ensure that the data center is adequate to support various customer system landings
- Customer service: Manage organisational resources to resolve customer issues and to identify root causes while balancing the financial realities and strategic goals of the company
- Own the supplier relationship and ensure the ongoing management of performance, quality, cost, contractual commitments
- Designs, implements, integrate, and provide full support for hardware in a multi-tiered, multi-platform environment
- Manages implementation and maintenance activities for computer system hardware and configurations
- Extremely close management of Incidents, Problem tickets and Change Controls in a complex data center environment to reduce risk and utilize safe times for repair and change
- Responsible to asset tagging and the data center inventory management
- Manages the integration of new technologies into the company environment
- Financial and business management
- Human Capital Management.

## Qualifications and Experience

**Minimum:** 3-4-year National Diploma / National First Degree in Software Engineering/ Computer Science /Information Technology or relevant equivalent. A relevant certification will be an added advantage.

**Experience:** 8 -10 years' experience in the IT Infrastructure field. Experience should include: minimum 5 years' experience in a management/leadership level/role. Experience in managing analysis, design, development and support of complex enterprise IT infrastructure solutions. Experience in managing medium to complex IT projects and or services with multiple internal / external dependencies, management of application support, LAN/WAN support, desktop support, software maintenance and support, within the corporate/public sector.

## Technical Competencies Description

Knowledge of ICT Charter Understanding of ICT Business Environment and Landscape Experience of Project Management Government's Technical Operations Hosting Systems and Network Architecture Knowledge of ICT Infrastructure including Data Centre Management Demonstrated ability to execute results against strategy and meet critical deadlines. Experience of effective team-working skills; Formulating Technology Strategies and Architecture Develop strategic relationships Governance and risk management Vendor contract Management Knowledge of various and relevant legislations Knowledge and experience in interpreting business process management Knowledge of ERP system implementation.

**Technical Skills: Network/Infrastructure Management.**

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

## Other Special Requirements

N/A.

## How to apply

To apply please log onto the e-Government Portal: [www.eservices.gov.za](http://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](http://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](mailto:egovsupport@sita.co.za) OR call 080 1414 882

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

**Closing Date: 25 September 2024**

## 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.