



**VACANCY - 2324  
RE ADVERTISEMENT**

<b>REFERENCE NR</b>	<b>:</b>	<b>VAC00908/25</b>
<b>JOB TITLE</b>	<b>:</b>	<b>Consultant: Service Operations (Problem Management)</b>
<b>JOB LEVEL</b>	<b>:</b>	<b>D1</b>
<b>SALARY</b>	<b>:</b>	<b>R 558 347 – R 837 521</b>
<b>REPORT TO</b>	<b>:</b>	<b>Lead Consultant: Service Management</b>
<b>DIVISION</b>	<b>:</b>	<b>Service Management</b>
<b>DEPT</b>	<b>:</b>	<b>Service Delivery Management</b>
<b>LOCATION</b>	<b>:</b>	<b>SITA Centurion</b>
<b>POSITION STATUS</b>	<b>:</b>	<b>24 months Fixed term contract (Internal &amp; External)</b>

**Purpose of job**

To lead, develop, implement, optimise and influence service delivery 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 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 080 1414 882

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

## Closing Date: 03 June 2025

SITA is an Employment Equity employer, and this position will be filled based on the 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 for 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.
- 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.