REFERENCE NR	:	**VAC00920/26**
JOB TITLE	:	**Specialist: Service Delivery**
JOB LEVEL	:	**C5**
SALARY	:	**R 478 420 – R 717 630**
REPORT TO	:	**Consultant: Service Delivery**
DIVISION	:	**Service Management**
DEPT	:	**SM: GBS Service Delivery**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**Permanent (Internal/External)**

Purpose of the job

To support in the development, establishment and maintenance of Service Level Agreements, Operational Level Agreements, Underpinning Contracts and Project Charters related to Service Management Centre services with the key objective of ensuring the consistent and efficient support and services are provided to customers through communication, negotiation ,measurement and management of service levels including assisting in the development and implementation of continual service improvement initiatives.

Key Responsibility Areas

- Provide support with the development, implementation and co-ordination of delivery of Service Management Centre (SMC) services in line with aligned to ITIL methodologies in order to perform end to end service management functionality
- Provide support with defining, recording and reviewing of all services agreed with between the SMC and clients
- Monitor service level performance against the metrics contained in SLAs.
- Define, document and review all Operational Level Agreements (OLAs) and underpinning contracts (UCs), to support the relevant SLAs
- Provide support with the reviewing and updating of costing models for all services provided by the SMC, and with models that are to be developed for new services.
- Manage income recovery for all SMC services
- Provide input with developing and maintaining System Improvement Plans for the enhancement of all services provided by the SMC.
- Manage the supporting teams' tasks and activities

Qualifications and Experience

Minimum: National Diploma in Computer Science, Information Technology. Related/equivalent qualification for this position. Certification in ITIL V3 or V4 Foundation.

Experience: 3-5 years' experience in Service Management principles related to Service Delivery and Service Level Management good practice methodologies. 3-5 years' experience in implementation and application of Service Delivery and Service Level Management processes and supporting (ITIL, Cobit, ISO). 3-5 years' experience of

working in a team and involvement in project management delivery concepts. 3-5 years' experience in dealing with customers.

Technical Competencies Description

Knowledge of: Processes and procedure development and implementation. Understanding of Service Delivery aligned to ITIL good practice methodology. Understanding service/process performance evaluation, monitoring and reporting. Fair understanding and practice of of Project Management. Fair understanding of ICT industry.

Technical competencies: Application Development Application Maintenance and Support Customer Advocacy Management (Consultancy) Customer Relationship Management; Database Administration; Database Management; Financial Accounting; Information Management; IT Project Management; IT Service Management; Product & Service Lifecycle Management; Vendor/Supplier Management.

Interpersonal/behavioural competencies: Attention to Detail; Analytical thinking; Continuous Learning and Disciplined

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 080 1414 882

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

Closing Date: 28 January 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 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.
- 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.