VACANCY -2854

Re - Advertisement

REFERENCE NR	:	**VAC00303/26**
JOB TITLE	:	**Consultant: Service Delivery**
JOB LEVEL	:	**D1**
SALARY	:	**R 558 347 – R 837 521**
REPORT TO	:	**Lead Consultant: Service Management**
DIVISION	:	**Service Management**
DEPT	:	**Prov WC: Service Delivery Management**
LOCATION	:	**SITA Cape Town**
POSITION STATUS	:	**Permanent (Internal & External)**

Purpose of the job

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

Key Responsibility Areas

- Development, implementation and management 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.
- Management of the Service Delivery for direct and embedded Service Management Centre services to customers.
- To plan organize lead and direct all components of the Service Delivery related to Service Management direct and embedded services including vendor management.
- To develop and implement Service Management Centre Service Delivery Processes and ensure compliance
- To design, develop, implement and maintain Service Management Reporting platforms.

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, Service Level Management practice, service level performance reporting principles, Customer Service Level and Relationship management and project and financial management principles.

Technical Competencies Description

Knowledge of: Processes development and implementation. Understanding of Service Delivery aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards. Understanding continual improvement through service/process monitoring and evalaution. Understanding and practice of of Project Management. Understanding of the ICT Industry and the value of convergence Understanding of customers business and how IT contributes to the delivery of that product or service. Knowledge of technical infrastructure related to WAN, LAN and other aspects related to it. Understanding statistical and analytical principles and processes. Contract Management. Knowledge Management Programme and Project Management. Good Risk & Issue management. Good understanding of Financial management. Good understanding of Information Management Excellent understanding of Service Delivery aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards.

Excellent understanding of continual improvement through service/process monitoring and evaluation. Excellent Service / Process performance monitoring evaluation and reporting. Excellent understanding of Service Level Management. Excellent understanding of Proposal and Service Level. Agreement development.

Other Special Requirements

Preference will be given to coloured people.

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: 31 March 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 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.
- 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.