



VACANCY - 1713

Re – Advertisement

REFERENCE NR	:	VAC01225
JOB TITLE	:	Lead: SaaS Vendor Management
JOB LEVEL	:	D3
SALARY	:	Negotiable
REPORT TO	:	Technical Manager
DIVISION	:	Application Development and Maintenance
DEPARTMENT	:	ADM:AM Planning & Organizing
LOCATION	:	SITA Centurion
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To build and transform the business to be centered on the SaaS-based platform by introducing a DevOps culture, delivering the vision and strategies for the SaaS operations.

Key Responsibility Area

- SaaS Platform Management.
- Platform Optimization.
- Overseeing an incident resolution.
- Recommend enhancements to improve systems availability.
- Define and document new operational procedures for continuous improvement.
- Maintain a constant technology watch and adjust the SaaS roadmap accordingly.
- Ensure regular internal and external audits of our SaaS offerings as well as passing the necessary certifications.

Qualifications and Experience

Minimum: 3-year National Diploma / Degree in IT/ Computer Science with a specialization in Information Systems Management - at least NQF level 6 or a verified / certified alternative equivalent @ NQF Level 6.

Certificate: Certified SaaS Management Professional (CSMP)

Experience: 6+ years minimum experience in managing multiple projects and effectively prioritize with minimal supervision or engineering in the IT operations sector with previous experience in Cloud/SaaS.

Technical Competencies Description

Knowledge of: Teamwork and collaboration. Having solid IT experience: applications support, enhancement and integration. Troubleshooting software issues, to deal with complex technical problems. Relational databases (basic knowledge of SQL scripting and database administration). Working under pressure when required. Proven experience in managing and optimizing SaaS platforms. Client service and the ability to communicate with customers in their language. Experience with DevOps. Strong technical knowledge and understanding of platform architecture and infrastructure. Knowledge of SaaS platform licensing models, pricing structures, and industry trends. Proven experience in SaaS platform maintenance, vendor management, or related roles. Strong technical knowledge of SaaS platforms and their maintenance requirements.

Personal Attributes / Behaviors: Integrity, Analytical mindset, Empathy, Agile, customer-centric, Innovative, collaborative, technology-oriented, transformational, high performance driven, Outcomes driven, Solution oriented, highly organized, Proactive, Able to work under extreme pressure.

Other Special Requirements

N/A

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 July 2024

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. 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 the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard 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.