



#### VACANCY - 2090

<b>REFERENCE NR</b>	:	<b>VAC01210 (Re-advertisement)</b>
<b>JOB TITLE</b>	:	<b>Lead Consultant Service Management</b>
<b>JOB LEVEL</b>	:	<b>D4</b>
<b>SALARY</b>	:	<b>R 887 541 - R 1 331 311</b>
<b>REPORT TO</b>	:	<b>Senior Manager: Service Management Centre</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>DEPARTMENT</b>	:	<b>Prov KZN: Service Management</b>
<b>LOCATION</b>	:	<b>SITA Kwa Zulu Natal</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

#### Purpose of the job

Manage, Plan and Lead the delivery of high-quality service management solutions to ensure exceptional customer experience, achieve strategic business objectives and promote effective cross functional collaboration within lines of business. Analyze, monitor and evaluates the function of the Service Centre by monitoring activities on a real-time basis. Creates schedules and provide regular reports to management on workload. Works with Finance to maintain budget accuracy and improve forecast capabilities. Defines both long-term strategies and ever-changing, short term and immediate service needs. Updates and maintains scheduling database with current information, researches, recommends and implements service desk technology and process improvements to reduce overall costs. Manage and oversee all aspects of Service Delivery from client relationship management to service quality assurance and continuous improvements. Ensure customer satisfaction, maintain a competitive edge and meet SITA objectives. Manage and achieve strategic business objectives and deliver exceptional customer service innovations with efficient tactics that enhance customer experience. To lead, develop, implement, optimize and influence service delivery by applying service strategy, design, transition, operations, service delivery and continual improvement through the ITIL Service Lifecycle, relevant ISO standards and COBIT Governance to government enabling effective service management, to support the management of BA, SLAs, OLAs and underpinning contracts across SITA.

#### Key Responsibility Area

- Accountable for ITIL Life Cycle Management (Service Strategy) relevant to Demand, Financial and Service Portfolio Management for services provided to Government thereby ensuring that risks to services as a result of poor strategic positioning effectively managed in order to provide excellent service delivery.
- Accountable for ITIL Life Cycle Management (Service Design) relevant to Capacity, Availability, IT Continuity, Service Level, Service Catalogue, Supplier and Information Security for services provided to Government thereby ensuring that risks to services as a result of poor design principles are effectively managed in order to provide excellent service delivery.
- Accountable for ITIL Life Cycle Management (Service Transition) relevant to IT Change & Release Management as well as Service Asset and Configuration Management for services provides to government thereby ensuring that risks to services as a result of IT changes are effectively managed in order to provide excellent service delivery.

- Accountable for ITIL Life Cycle Management (Service Operations) 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.
- Development, implementation and management of delivery of service management center services in order to perform end-to-end service management functionality.
- Implement the performance management policy to ensure optimum performance output to enhance service delivery.

### Qualifications and Experience

**Minimum:** 3 Year Relevant tertiary qualification in Computer Science, Information Technology or related field at NQF Level 6. An ITIL Certification will be an added advantage.

**Experience:** A minimum of 8 - 9 years' experience in Service Management principles aligned to good practice methodologies, including: Experience in Relationship Management. Experience in people management, team management, project management. Experience general Financial management. Experience in development, implementation and application of the good practice methodologies and processes, i.e. (ITIL, COBIT, ISO). Experience in service escalation management Experience in leading Service Level engagement with clients Experience in Service Level performance reporting and Experience in enforcing adherence to processes and policies.

### Technical Competencies Description

**Knowledge of:** Statistical and analytical principles Policy and processes development and implementation. Understanding IT Service Delivery and how it supports customers business. Understanding of IT Service Strategy, Design, Transition, Operations aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards. Understanding continual improvement through service/process monitoring and evaluation. Quality Assurance processes and standards. Good understanding and practice of Financial Management. Good understanding and practice of Project Management. Knowledge Management Good understanding of customer Service Level and relationship management.

### 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: 28 January 2025**

## 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.