



VACANCY - 1922

REFERENCE NR	:	VAC00844
JOB TITLE	:	Senior Manager: IT Infrastructure Services
JOB LEVEL	:	D5
SALARY	:	R 1 035 817 - R 1 553 726
REPORT TO	:	Provincial Manager
DIVISION	:	National & Regional Consulting
DEPARTMENT	:	Central Region KZN
LOCATION	:	SITA Pietermaritzburg
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

The role will be responsible for leading and managing hosting services and operations, including complete network services (WAN, LAN), Unified Messaging and Channel Enablement services. In line with the SITA structured approach, the position will also lead the implementation of unique, critical and transversal government solutions, ensuring the end-to-end availability of applications, uninterrupted business continuity in the clients environment and that contractual obligations for the provisioning of services are in place and met.

Key Responsibility Area

- Develop plans, policies and procedures for network, hosting, Unified Messaging and Channel Enablement services implementation strategies and ensure compliance with governance frameworks.
- Develop and oversee the maintenance plan for the hosting services in order to ensure technical performance, availability and stability or sustainability.
- Manage the Network (WAN & LAN) unified messaging and channel enablement services operations in the Province to ensure effective and efficient service delivery.
- Customer service: Manage organisational resources to resolve customer issues and to identify root causes while balancing the financial realities and strategic goals of the company.
- Financial and business management.

Qualifications and Experience

Minimum: 3-4 Year National Diploma / National First Degree in Software Engineering/ Computer Science /Information Technology or relevant equivalent

Certification: A relevant certification will be an added advantage

Experience: 8 -10 years' experience in the IT Infrastructure field. Experience should include: minimum 5 years' experience in a management/leadership level/role. Experience in managing analysis, design, development and support of complex enterprise IT infrastructure solutions. Experience in managing medium to complex IT projects and or services with multiple internal / external dependencies, management of application support, LAN/WAN support, desktop support, software maintenance and support, within the corporate/public sector.

Technical Competencies Description

Knowledge of ICT Charter Understanding of ICT Business Environment and Landscape Experience of Project Management Government's Technical Operations Hosting Systems and Network Architecture Knowledge of ICT Infrastructure including Data Centre Management Demonstrated ability to execute results against strategy and meet critical deadlines. Experience of effective team-working skills; Formulating Technology Strategies and Architecture Develop strategic relationships Governance and risk management Vendor contract Management Knowledge of various and relevant legislations Knowledge and experience in interpreting business process management Knowledge of ERP system implementation.

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: 27 September 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.