



VACANCY -2316

REFERENCE NR	:	VAC00511
JOB TITLE	:	Senior Manager PLC
JOB LEVEL	:	D5
SALARY	:	R 1 035 817 - R 1 553 726
REPORT TO	:	Leads CRM, IT Advisory Services, Business Analyst
DIVISION	:	National & Regional Consulting
DEPARTMENT	:	RPL HOD Central Region
LOCATION	:	SITA Nelspruit
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To ensure the development, execution and continuous refinement of multi-channel customer relationship management through the development of national/provincial and local government and public entities specific programmes, road maps and strategies focused on business development, as well as the loyalty and retention of SITA's customers and achieving increased levels of customer satisfaction and ultimately revenue and profitability.

Key Responsibility Area

- Manage and drive portfolio of customers in the province to determine and assess existing customers' needs with the desired ICT requirements profile provincial customer in order to provide effective solution approach to deliver within existing contractual constraints, policies and SITA commercial service catalogue.
- In collaboration with service owners, including senior management and key stakeholders, coordination of service/product delivery and solutions for each provincial customer.
- Build, manage and maintain strategic relationships with Government Departments including delivery partners (i.e. SITA service owners) to continuously sustain the SITA business.
- Perform analysis on provincial needs and requirements in collaboration with Business Development team and other internal and external key stakeholders.
- Perform SLA management, monitoring and review.
- Ensure consistency in all customer engagement initiatives and programmes.
- Review current solutions and align with the provinces' needs and the category of engagement to be utilized for the project/initiative.
- Exercise initiative in directly reaching out to customers to gather feedback and ensure that the engagement team's programmes are effective and of high quality and standards.
- Guide and share new and emerging customer engagement industry best practices across the business to enhance customer loyalty and retention.
- Maintain strong knowledge and understanding of the current and emerging eCommerce/Digital strategies, trends, and techniques to achieve set SITA's targets and market share.
- Address the risk management items and monitor the implementation of the departmental risk management plan.
- Lead meetings to discuss client requirements and align with all the internal stakeholders.
- Collaborate with SITA service owners to improve service delivery and communication.

- Execute the customer loyalty and retention strategy to ensure retention of clients and ensure that all contact points integrate seamlessly across the internal and external customer value chain.
- Support the implementation of relevant, approved marketing campaigns and cross platform communication founded on the achievement of SITAs business objectives.
- Provide strategic guidance to achieve customer engagement strategies that drive maximum ROI.
- Perform journey mapping and analyze the business touch points to increase SITAs commercial opportunities in collaboration with key service owners and support functions, oversee the creation of models against lifetime value, retention, churn, loyalty and Customer Operations programmes.
- Actively steer customer strategies together with service owners and support functions in the formation of ongoing Customer Operation strategies with a view to maximise solution/product proposals, KPI improvement, ROI, and business impact.
- Provide input and guidance into service delivery action plan, including recovery plans where service delivery lapses
- Ensure consistency in all customer engagement initiatives and programmes.
- Review current solutions and align with the Provinces' needs and the category of engagement to be utilized for the project/initiative.
- Exercise initiative in directly reaching out to customers to gather feedback and ensure that the engagement team's programmes are effective and of high quality and standards.
- Guide and share new and emerging customer engagement industry best practices across the business to enhance customer loyalty and retention.
- Maintain strong knowledge and understanding of the current and emerging eCommerce/Digital strategies, trends, and techniques to achieve SITA's targets and market share.
- Review current solutions and align with the provinces' needs engagement to be utilized for the projects/initiatives.
- Exercise initiative in directly reaching out to customers to gather feedback and ensure that the engagement team's programmes are effective and of high quality and standards.
- Guide and share new and emerging customer engagement industry best practices across the business to enhance customer loyalty and retention.
- Maintain strong knowledge and understanding of the current and emerging eCommerce/Digital strategies, trends, and techniques to
- Achieve set Provincial SITA's Financial targets and grow market share.
- Perform ongoing monitoring and review of achievement against SLA and proactively identify potential challenges and propose corrective actions.
- Take part in quarterly SLA meetings and determine customer satisfaction of SITA's service delivery.
- Define knowledge areas and Identify knowledge sets from different knowledge sources.
- Ensure the capturing of acquired knowledge in the repository.
- Provide detailed monthly CRM Data Analysis report

Qualifications and Experience

Minimum: Bachelor Degree in Information Technology OR Computer Science OR Bachelor Degree in Commerce OR Business Administration OR Economics / BTech (NQF 7) Postgraduate related IT specialization (NQF 8) Honours Degree in Commerce (NQF8) A background in marketing, research and development is an added advantage.

Certification: Certification in TOGAF, COBIT, ITIL, or other IT related is an added advantage.

Experience: 8-10 years professional experience, including, * at least 2 years' experience in ICT advisory services.

* at least 5 years' experience in business development and ICT Sales, preferably in public sector. * at least 4 years' experience in a manager/senior manager role in a similar industry.

Technical Competencies Description

Knowledge of business of Government; Customer service management; Customer relationship management; Government Information Management; Business Development (management of pipeline, forecasts, key account management); ICT Governance; High level knowledge of TOGAF, ITIL, COBIT; ICT solutions and services; Good understanding of contracts and management thereof, Strategic Planning; Strategic Selling.

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: 10 July 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.