



VACANCY

REFERENCE NR	:	VAC01148
JOB TITLE	:	Senior Manager: Service Management
JOB LEVEL	:	D5
SALARY	:	R 986 492 - R 1 479 739
REPORT TO	:	Provincial Manager
DIVISION	:	KwaZulu Natal
DEPARTMENT	:	Service Management Services
LOCATION	:	SITA Durban
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide full-Service Management function - Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement aligned to business service management systems for mapping, measuring, reporting and adjusting of services to effectively manage IT resources as a function of IT Service Management processes. Operate as a single point of contact for the logging all service incidents and customer requests, to support the management of BA and SLA (with clients) and OLA (with organizational units). To provide full contact centre functionality to Government. To provide all other end user computing services including security and VOIP services.

Key Responsibility Area

- To provide strategic direction for the business unit and to modernize how services are rendered to the clients for all aspects of this business unit.
- To be accountable and manage the IT Service Desk, Customer Contact Centre and Service Delivery Management function in order to facilitate the resolution of clients' queries ensuring that service level agreements are kept at optimal levels.
- To be accountable and have authority as complete Service Management technology enablement process owner. Execute, provide and manage technology environments to proactively monitor performance of IT Service Management processes and to better support and maintain critical services provided to the business.
- To be accountable and have authority as complete Service Management process owner ensuring that policies and processes are developed, evaluated, monitored and implemented for all Service Management processes, namely, Service Strategy, Service Design, Service Transition, Service Operations, Continual service improvement and in identifying, planning, delivering and supporting IT services to SITA and customers. Ensure that the Service Management processes are adopted across all IT departments within SITA.
- Oversee the upgrades/maintenance of the network infrastructure and server rooms and associated infrastructure.
- Liaising with third parties to assist in the provision of ICT services and/or implementation of ICT projects across various clients.
- To be accountable and have authority to manage, lead, and directs all components of Service Management technology and support in order to provide and continually enhance Service Management technology and other related technologies.

- Must be able to perform Human Resources management functions such as performance contacting and management.
- Must possess big-picture thinking in envisioning the future state of IT in the client base and determine what actions at the present time will best contribute to the end goal.

Qualifications and Experience

Minimum: 3-year National Diploma / National First Degree in Computer Science /Information Technology or relevant equivalent. A post graduate degree in Computer Science /Information Technology or relevant equivalent or MBA will be an added advantage.

Experience: 9-10 years' experience in ICT infrastructure management/ICT service management, including: 5 years' experience in the infrastructure using ITIL framework. 3 years' experience in the ICT Governance role .5 years management experience.

Technical Competencies Description

Customer service management Government Information Management. Business Development. Information Technology management ICT Services ITIL Framework. Cybersecurity. Writing technical documents.

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: 03 November 2023

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.