



#### VACANCY - 1931

REFERENCE NR	:	VAC01168
JOB TITLE	:	Senior Manager: Service Management
JOB LEVEL	:	D5
SALARY	:	R 1 035 817 - R 1 553 726
REPORT TO	:	Provincial Manager
DIVISION	:	National & Regional Consulting
DEPARTMENT	:	Prov WC: Service Management
LOCATION	:	Western Cape – Cape Town
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). Also provides full contact center to Government inbound services to run campaigns such as the Presidential Hotline or outbound services such as IEC and helpdesk. Manage and serve as technology owner and enabler for all Service Management processes.

#### Key Responsibility Area

- To be accountable and manage the IT Service Desk, Customer Contact Centre and the Business Process Outsourced service desks in order to facilitate the resolution of clients' queries ensuring that service level agreements are kept at optimal levels. Provide first line telephonic support and remote support.
- 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.
- To be accountable and have authority to manage, lead, and directs all components technology (End User Computing, Information Security Systems, Service Delivery, Incident Management, Design & Planning) of Service Management and support in order to provide and continually enhance Service Management technology and other related technologies.
- Manage Human Resources.
- Supports the development of customer service standards, policies and procedures for the organization and align it with government departments.

## Qualifications and Experience

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

**Experience:** 9-10 years' experience in 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](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: 04 October 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.

