



VACANCY -2192

REFERENCE NR	:	VAC00294
JOB TITLE	:	Senior Specialist: EUC Monitoring and Evaluation
JOB LEVEL	:	D1
SALARY	:	R 558 347 – R 837 521
REPORT TO	:	Consultant EUC: Monitoring & Evaluation
DIVISION	:	Service Management
DEPT	:	SM: EUC
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To implement and deploy gradual improvements, business aligned IT service quality, through constant cycle of monitoring, reporting and reviewing IT services and resources through instigating actions to eradicate unacceptable levels of service. It is recognized that many services may be impacted by problems outside the organization, the role of the senior specialist will be to make best efforts to coordinate activities where authorized, the incumbent will report and highlight issues where possible, both internally and externally.

Key Responsibility Areas

- Implement and deploy Incident/Problem/change/ Management processes.
- Audit Management.
- Implementation of Root Cause Analysis Recommendations.
- Risk Management.
- SLA Monthly Reporting.

Qualifications and Experience

Minimum: 3-year National Diploma / Degree in Computer Science or IT related field / NQF level 6

Certification: ITIL Foundation certification is an added advantage.

Experience: 3- 5 years' experience in the management of LAN Coordinators, support & maintenance of Risk Registers, Audit Queries, Incident Management, Problem Management, Change Management, Processes and Procedures, Monitoring and Evaluation of service, Disaster Recovery, Business Continuity and Business Improvement Implementation. Management/reporting experience, Root Cause Analysis and audit investigation, implementation and analysis as well as business improvement.

Technical Competencies Description

Knowledge of: Change/Incident/Problem/Risk Management or Project Management experience, Implementation of Audits and Risk Management Processes. Working knowledge of Incident/Problem/Change Management frameworks such as ITIL v3, TQM or ISO 9000:2000 (certification not required). Strong SQL skills to manage DB and scripts. Proven communication skills with multiple levels of an organization. Strong influencing and relationship management skills. Excellent ability to manage multiple high priority efforts/ competing priorities and flexibility to adjust to changing requirements, schedules and priorities. Management Skills. Communication Skills (written & verbal). Interpreting Data. Examining Data. Documenting Facts. Attention to Details. Business Writing Skills. Experience of

Change Management Principles, methodologies and Tools. SLA Management Skills, SLA Reporting. Knowledge of Quality Management principles. Risk Management. LAN and desktop support environment. Cobit5, principles of Corporate Governance. Personal Attributes: Behaviours: Agility/Collaboration/Customer Centricity/Innovation/Empathy/Integrity.

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: 13 March 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.