



VACANCY - 2893

REFERENCE NR	:	VAC00385/27
JOB TITLE	:	Senior Manager: Service Delivery Management
JOB LEVEL	:	D5
SALARY	:	R 1 035 817 – R 1 553 726
REPORT TO	:	Professional: Governance and Business Support
DIVISION	:	Service Management
DEPT	:	SM: Professional: Governance and Business Support Services
LOCATION	:	SITA Centurion
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

Responsible for ensuring that Service Delivery Management initiatives and projects are managed efficiently and effectively, with the aim of improving the overall Service Delivery of IT Services while minimizing the risks to the organization. The incumbent will also be responsible for ensuring that SITA delivers the services as agreed with their customers within Service Level Agreements (SLAs) by measuring and reporting while delivering value from investments made. Operate as a single point of contact for the customer complaints to support the management of BA and SLA (with customers) and OLA (with organizational units).

Key Responsibility Areas

- Manage and Implement the Governance and Business Support policies and procedures for Service Management processes to ensure continuous IT Improvement to business without interfering with the daily operations
- Advise stakeholders about IT Governance and Business support processes to ensure successful delivery of services to enhance the existing Service Management Portfolio
- Responsible for providing leadership directions for the Governance & Business Support Services within defined SITA boundaries
- Accountable for ITIL Life Cycle Management relevant to service delivery services, SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent delivery service
- Financial and business management
- Human Capital Management.
- To be accountable and have authority to manage, lead, and directs all components of Service Management technology and support to provide and continually enhance Service Management technology and other related technologies
- Manage Human Resources.

Qualifications and Experience

Minimum: 3–4-year National Diploma / National First Degree in Software Engineering/ Computer Science /Information Technology or relevant equivalent NQF Level 6.

Certifications: ITIL v3 or v4 Certification, COBIT Certification ISO/ IEC 20 000 Certification

Experience: 9-10 years' experience in Service Management, including: 5 years' experience in Service Delivery using ITIL framework. 3 years' experience in the ICT Governance role. 5 years management experience.

Technical Competencies Description

Knowledge of: Customer service management, Customer centricity, Business Development, Information Technology management ICT Services, ITIL Framework.

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: 24 April 2026

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed 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.
- 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 a right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a performance contract, assessment recommendation, 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.