VACANCY - 2136

REFERENCE NR	:	**VAC00831**
JOB TITLE	:	**Specialist: Configuration Management**
JOB LEVEL	:	**C5**
SALARY	:	**R 478 420 – R 717 630**
REPORT TO	:	**Consultant: Configuration Management**
DIVISION	:	**IT Infrastructure Services**
DEPT	:	**SAPS: Networks**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**Permanent (Internal & External)**

Purpose of the job

To development, implement, optimise Service Asset and Configuration Management processes and influence service delivery by applying Service Transition (Service Asset and Configuration Management) aligned to the ITIL Service Lifecycle, relevant ISO standards and Cobit Governance to Government enabling effective service management, to support the management of BA, SLAs, OLAs and underpinning contracts.

Key Responsibility Areas

- Implementation of ITIL Life Cycle stage (Service Transition) relevant to Service Asset and Configuration Management for services provides to government thereby ensuring that risks to services as a result of IT changes are effectively managed in order to provide excellent service delivery.
- Define and implement specifications for the CMDB (Configuration Management Database).
- Receive change information and update the CMDB.
- Plan and Manage Configuration Management audits.
- Manage Configuration status accounting.

Qualifications and Experience

Minimum: 3-Year Diploma / Degree in Computer Science, Information Technology / NQF level 6

Experience: 3 – 5 years' experience in Service Management principles related to Service Asset and Configuration Management good practice methodologies, including: Experience in implementation and application of Service Asset and Configuration Management process and supporting technologies (ITIL, Cobit, ISO). Experience of working in a team and involvement in project management delivery concepts. Experience in dealing with customers.

Technical Competencies Description

Knowledge of: Processes and procedure development and implementation. Understanding of Service Transition aligned to ITIL good practice methodology. Understanding service/process performance evaluation, monitoring and reporting. Fair understanding and practice of of Project Management. Excellent understanding of ICT industry and IT Architecture and components.

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 egovsupport@sita.co.za or call 080 1414 882

 CV`s sent to the above email addresses will not be considered

Closing Date: 13 February 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.