



VACANCY - 1969

REFERENCE NR	:	VAC00629/23
JOB TITLE	:	Specialist: Incident Request Management
JOB LEVEL	:	C5
SALARY	:	R 478 420 – R 717 630
REPORT TO	:	Consultant: Service Operations
DIVISION	:	Service Management
DEPT	:	End User Computing
LOCATION	:	Kimberley
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To development, implement, optimise and influence Incident / event management processes / systems to influence service delivery by applying Service Operations (Incident, Request, Event and Access 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 Operations) relevant to all types of incidents, requests, events and access management issues raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order
- Monitoring and evaluation of incidents, request, event and access requirements life cycle against SLA requirements and mitigation of risks
- Monitoring and evaluation of all escalation mechanisms with regard to management of risk to enable consistent effective service delivery and performance
- Provide input in planning and facilitating Incident, Request, Event Access Management audits
- Manage critical and high impact Incidents, Requests, Events and Access Requirements
- Collaborate with relevant stakeholder in managing the Incident, Request, Event and Access Management life-cycle processes

Qualifications and Experience

Minimum: 3-year National Diploma in Computer Science, Information Technology or equivalent; and ITIL Foundation Certification.

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

Technical Competencies Description

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

Architecture and components. Personal Attributes/behaviours; Agility, Collaboration, Customer Centricity, Innovation, Integrity and Empathy).

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@sitaco.co.za OR 080 1414 882

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

Closing Date: 25 October 2024

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. 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.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicant`s documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.