SITA

VACANCY - 1067		
REFERENCE NR	:	**VAC00823/24**
JOB TITLE	:	**Specialist: Service Level Management**
JOB LEVEL	:	**C5**
SALARY	:	**R 455 638 – R 683 457**
REPORT TO	:	**Senior Specialist Service Level Management**
DIVISION	:	**Service Management**
DEPT	:	**SM: End User Computing**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**Permanent (Internal & External)**

Purpose of the job

To maintain and gradually improve business aligned IT service quality, through a constant cycle of agreeing, monitoring, reporting and reviewing IT service achievements and through instigating actions to eradicate unacceptable levels of service. The SLA Management process will primarily cover activities within organization. Although it is recognized that many services may be impacted by problems outside the organization, the role of SLA Management will be to make a best effort to coordinate activities where authorized. SLA Management will report and highlight external issues where possible.

Key Responsibility Areas

- Develop User Requirements
- Development of Service Annexures
- Develop SLA Reporting
- Develop Performance Report
- Investigation of Age Analysis
- Implementation of Quality Management Standards
- Operational Audit Management

Qualifications and Experience

Minimum: 3-year Diploma / Degree in Computer Science or IT related field/ NQF level 6. (ITIL Foundation, ARS, ITSM will be an added advantage.)

Experience: 3 - 5 years' experience in the management, support & maintenance of Service Level Management which should include at least a year of SLA management/reporting experience, root cause analysis and audit investigation and analysis as well as business improvement.

Technical Competencies Description

Knowledge of: SLA Management Skills SLA Reporting Communication Skills (written & verbal) Interpreting Data Examining Data Documenting Facts Attention to Detail. Business Writing Skills. Experience of Change Management Principles, methodologies and Tools.

Technical Competencies: IT Service Management; Product & Service Lifecycle Management; and Vendor/Supplier Management.

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: 23 August 2023

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 a 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 applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.