



## VACANCY

|                 |   |                                        |
|-----------------|---|----------------------------------------|
| REFERENCE NR    | : | VAC01395/22                            |
| JOB TITLE       | : | Specialist Service Monitoring          |
| JOB LEVEL       | : | C5                                     |
| SALARY          | : | R 455 638 – R 683 457                  |
| REPORT TO       | : | Consultant: Client Contract Management |
| DIVISION        | : | EC: Provincial and local Consulting    |
| DEPT            | : | Prov EC: Broadband Programme           |
| LOCATION        | : | Eastern Cape – Bhisho                  |
| POSITION STATUS | : | Permanent (Internal & External)        |

### Purpose of the job

Implement and integrate service management systems, applying the ITIL framework and Business Service Management IT maturity model as guideline to enable effective service management.

### Key Responsibility Areas

- Implement the monitoring solution for the SITA customer's IT Infrastructures against signed SLA / OLA.
- Implement active and passive end-user-experience monitoring.
- Manage the integration of discovery and monitoring solutions with service management technologies.
- Implement automation of service management processes
- Coordinate and consolidate Business Service Management view.

### Qualifications and Experience

**Required Qualification** Minimum 3-year National Diploma/Degree in Information Technology or equivalent. Certifications: ITIL v3 and MCSE/ CCNA/ LP1 and LP2 will be an advantage.

**Experience:** 3 - 5 years' experience in IT technical support.. 3 – 5 years' experience in software and hardware platforms. Experience with systems networking, databases, systems development and integration.

### Technical Competencies Description

**Knowledge of:** Statistical and analytical principles IT Service Delivery. Knowledge of Incident, change and problem management. IT service strategy, design, transition, operations. Good working knowledge of Incident, change and problem management. ITIL, TOGAF, COBIT, ISO20000 Software asset management Data Quality Assurance Service Procurement processes and requirements Compile procedures.

Interpersonal/behavioural competencies: Active listening, Attention to Detail, Analytical thinking, and Continuous Learning.

### Other Special Requirements

N/A.

## How to apply

1. To apply please log onto the e-Government Portal: [www.eservices.gov.za](http://www.eservices.gov.za) and follow the following process;
2. Register using your ID and personal information;
3. Use received one-time pin to complete the registration;
4. Log in using your username and password;
5. Select Recruitment Jobs;
6. Select Recruitment Citizen to browse and apply for jobs;
7. Once logged in, click the Online Help tab for support if needed.

For support contact the following people: Prudence.masola@sita.co.za, Asanda.swartbooi@sita.co.za and Zanele.sompini@sita.co.za

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

**Closing Date: 31 March 2022**

## 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.
- CV's sent to incorrect email address will not be considered