



VACANCY - 1682

REFERENCE NR	:	VAC00546/24
JOB TITLE	:	Specialist: Service Operations (Incident Management)
JOB LEVEL	:	C5
SALARY	:	R 455 638 - R 683 457
REPORT TO	:	Consultant: Service Transition
DIVISION	:	Service Management
DEPARTMENT	:	Service Delivery Management
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To develop, implement, optimise, and influence Incident / Request / Event / Access Management/ Problem Management processes / systems to influence service delivery by applying Service Operations 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 Area

- Implementation of ITIL Life Cycle stage (Service Operations) relevant to all types of Incident / Request / Event / Access/ Problem Management issues raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery.
- Monitoring and evaluation of Incident / Request / Event / Access/ Problem Management requirements life cycle against SLA requirements and mitigation of risks.
- Provide input in planning and facilitating Incident / Request / Event / Access / Problem Management audits
- Collaborate with relevant stakeholders in managing the Incident / Request / Event / Access / Problem Management life cycle processes
- Monitoring and evaluation of all escalation mechanisms with regard to the management of risk to enable consistent effective service delivery and performance.
- Manage critical and high impact Incident / Request / Event / Access Management requirements
- Facilitation and administration of Incident Management Forum.

Qualifications and Experience

Minimum: 3-year National Diploma/ Degree in Computer Science, Information Technology/ NQF level 6. ITIL Practitioners Certification, ITIL Foundations Certification is an added Advantage.

Experience: 3-5 years' experience in Service Management principles related to Incident / Request / Event / Access/Problem Management good practice methodologies. Experience of working in a team and involvement in project management delivery concepts. Experience in dealing with customers. Experience in Customer Service Level and Relationship management.

Technical Competencies Description

Good understanding and practice of ICT recognised Project management. Good Risk & Issue management. Excellent understanding of Service Operations aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards. Excellent understanding of continual improvement through service/process monitoring and evaluation. Excellent; policy, process, procedure development, review and implementation. Excellent Service / Process performance monitoring evaluation and reporting.

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: 17 June 2024

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.