



VACANCY - 1680

REFERENCE NR	:	VAC00473/24
JOB TITLE	:	Specialist: Service Transition (Change 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	:	3 years Fixed term contract (Internal & External)

Purpose of the job

To develop, implement, optimise Service Asset and Configuration Management (SACM) and Change Management influence service delivery by applying Service Transition (SACM and Configuration) 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 Transition) relevant to IT Change/ Release and Service Asset and Configuration Management for services provided 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. Report and collaboration on change/ release management activities and/or progress. Manage requests for change (IT Request -RFCs). Perform impact and resource analysis. Coordinate change/release build and test phases as well as implementation.

Qualifications and Experience

Minimum: 3-year National Diploma in Computer Science, Information Technology, ITIL Foundation Certification. ITIL Foundation Certification and ITIL Practitioners Certification is preferred.

Experience: 3-5 years' experience in Service Management principles related to Service Asset and Configuration Management and Change Management good practice methodologies. Experience of working in a team and involvement in project management delivery concepts. Experience in dealing with customers.

Technical Competencies Description

Process 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 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 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.