



VACANCY

REFERENCE NR	:	VAC00700, VAC00701 & VAC00702
JOB TITLE	:	Specialist: LAN Coordinator X3
JOB LEVEL	:	C5
SALARY	:	R 455 638 - R 683 457
REPORT TO	:	Senior Specialist: Monitoring and Evaluation
DIVISION	:	Service Management
DEPARTMENT	:	SM: End User Computing
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

Manages the process to restore normal service operation as quickly as possible to minimize the impact to business operations.

Key Responsibility Area

- Provision of 4th line support.
- Develop and maintain Problem/Change and Risk Management processes.
- Investigation of Root Cause Analysis.
- Development of Trend Analysis.
- Customer Interface for developing problem origination.
- Development of risk mitigation.
- Change Management.

Qualifications and Experience

Minimum: 3-year National Degree in Computer Science, business studies, and/or IT/ related fields, (NQF level 6)

Certification: ITIL Foundation, ARS, ITSM (added advantage).

Experience: 3 - 5 years' experience of Change/Incident/Problem Management or Project Management. Management of performance of systems, servers and other related infrastructure. Management and resolution of incidents logged. Experience in the provision of ICT solutions and services.

Technical Competencies Description

Knowledge of: Organizational Awareness: IT and Government Industry. IT Products and Services. An in-depth knowledge of: System performance. Support service offerings. Performance Management. Contracts and Service Level agreements. Opex Management. Stakeholder management. A solid understanding of: Mentoring and Coaching of Engineers/Technicians Managing through evolving technologies Knowledge of Service Management systems (ASPECT /ARS/ITSM7) or equivalent applications ICT Operational Trends Network Operating Systems Project Management Understanding of Quality assurance standards Understanding of the government regulations Various and relevant legislative framework Knowledge of managing operational audits and Business Continuity Skills: Application Maintenance and Support, Business Analysis, Business Continuity, Customer Advocacy Management (Consultancy), Customer Relationship Management, Database Administration, Human Capital Management. Personal Attributes: Behaviours: Agility/Collaboration/Customer Centricity/Innovation/Empathy/Integrity.

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: 02 August 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.