



VACANCY -2654

REFERENCE NR	:	VAC00924/26,VAC00930/26,VAC00931/26 & VAC00932/26
JOB TITLE	:	Specialist: Service Billing and Payment X4
JOB LEVEL	:	C3
SALARY	:	R 351 254 – R 526 880
REPORT TO	:	Lead: Applications Service Compliance Management
DIVISION	:	Applications Development and Maintenance
DEPT	:	Planning and Organising
LOCATION	:	SITA Centurion
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

Provides specialized support in service billing, payment reconciliation, and financial governance of IT services. Ensures accurate billing, compliance with contractual obligations, and timely resolution of payment-related issues. Supports SLA compliance by monitoring billing performance and reporting insights to consultants and management.

Key Responsibility Areas

- Service Billing & Payment Management.
- Financial Reporting & Analytics.
- SLA and Contract Alignment.
- Risk & Compliance Oversight.
- Stakeholder Engagement & Communication.

Qualifications and Experience

Minimum: 1–2-year National Certificate in relevant discipline/ NQF level 5 or accredited specialised courses

Experience: 3–4 years in IT service billing, payment processing, or financial operations, preferably in ICT or service management environments.

- Experience with SLA-linked billing, reconciliation, and reporting.
- Familiarity with ITSM tools, billing systems, and governance frameworks.

Technical Competencies Description

Knowledge of: Service billing processes and IT financial management. Understanding of contract and SLA obligations affecting billing and payments. Ability to reconcile financial transactions and resolve discrepancies. Knowledge of regulatory and statutory requirements for payments and billing (e.g., VAT, POPIA data handling for payment info). Understanding of reporting and dashboard tools for performance monitoring.

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: 26 November 2025

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.
- 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 performance contract, assessment recommendation, verification of the applicants` documents (Qualifications), and reference checking.
- Correspondence will be entered into with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.