



VACANCY - 3056

REFERENCE NR	:	VAC00513/27
JOB TITLE	:	Specialist: Service Design Availability Management
JOB LEVEL	:	C5
SALARY	:	R 478 420 - R 717 630
REPORT TO	:	Lead Consultant: Service Management Enablement
DIVISION	:	Service Management
DEPT	:	Service Delivery Management, DOD
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal/External)

Purpose of the job

The role is responsible for ensuring that the IT Service continuity strategy, processes, and plans and procedures are implemented and maintained. To manage all aspects pertaining to the availability of IT systems in an emergency procedure that may affect the IT operations. To supervise the management of the technical personnel, contractors, vendors ensuring that all work is performed according to established DR process and procedures. To lead in coordinating and maintaining comprehensive disaster recovery plans, testing program, ensuring the ability to recover in the event of unforeseen disruption to facilities or technology systems. To manage risks that could seriously impact IT services.

Key Responsibility Areas

- Disaster Recovery (DR) Planning and Coordination
- Compliance with the SITA policies and procedures
- Conduct Risk Assessments
- Conduct Training/Awareness on Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP)
- Perform Business Continuity and Disaster evaluations.

Qualifications and Experience

Minimum: 3-year National Diploma/Degree in Computer Science/Management/Risk Management or related field or verified/certified alternative equivalent at NQF Level 6.

Certification in ITIL Foundation/Project Management.

Minimum experience: 3 -5 Years experience in Incident/Project Management/Disaster Recovery (DR) testing, and Implementing disaster recovery plans for IT environment (including apps and systems etc.) Experience in documenting and maintaining disaster recovery plans. An in-depth understanding of business continuity management and governance frameworks, strong knowledge of business continuity best practices and protocols.

Technical Competencies Description

Knowledge of: Principles and practices of organisation, records management and general administration and systems. Competence in ITIL Management (Incident, Change, Problem). Excellent communication and presentation skills (written and verbal). Strong project management skills. Excellent analytical, decision-making, and problem-solving skills.

Technical competencies: Business Writing; Customer Relationship Management; Information Management; and Knowledge Management.

Interpersonal/behavioural competencies: Active listening; Attention to Detail; Analytical thinking; Empathy; and Inclusivity.

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: 31 July 2026

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.
- 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 to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.