



## VACANCY

<b>REFERENCE NR</b>	:	<b>VAC00911/23</b>
<b>JOB TITLE</b>	:	<b>Technical Lead: Service Delivery Management, Architecture &amp; Development</b>
<b>JOB LEVEL</b>	:	<b>E1</b>
<b>SALARY</b>	:	<b>R 1 194 938 - R 1 792 406</b>
<b>REPORT TO</b>	:	<b>HOD Service Management</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>DEPT</b>	:	<b>Service Delivery Management</b>
<b>LOCATION</b>	:	<b>SITA Centurion</b>
<b>POSITION STATUS</b>	:	<b>5 Years Fixed term contract (Internal &amp; External)</b>

### Purpose of the job

To Lead Architecture, Solution Development, Implementation and Support of all Service Management and SITA Internal Solutions while maintaining an active communication line with internal and external clients, to ensure the solutions meet client expectations. To facilitate the development of the right future-state architecture of service management and ensures its effective adoption.

### Key Responsibility Areas

- Manage the development and implementation of SITA Internal Applications to ensure continuous service improvement to SITA employees
- Develop and design service management architecture strategies, frameworks and reference models
- Responsible for providing leadership direction for the provision of service management technology solutions to monitor software
- usage / entitlement and end user experience across the service value chain
- Provide service management expertise and direction on projects related to service management architecture and design, implementation, maintenance, governance, and risk management
- Collaborate with all IT functional areas to design and support secure technologies to meet business needs, build service management controls and solutions for information systems technology in accordance with approved architecture frameworks and standards
- Accountable for ITIL Life Cycle Management relevant to all types of incidents, requests, events, access and problems raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery enabled through supporting technologies delivered and managed here
- Accountable and have authority as complete Service Management technology enablement process owner. Execute, provide and manage technology environments to proactively monitor performance of IT Service Management processes and to better support and maintain critical services provided to the business
- Financial and business management Manage and ensure maintenance the Departmental asset register
- Human Capital Management.

## Qualifications and Experience

**Minimum:** Bachelor Degree in Information Technology / B Tech in Information Technology / B Degree in Business Management or related field.

Certification: ITIL Practitioners Certification. ITIL Managers or Expert Certification. ISO/ IEC 20 000 Certification. COBIT Certification. TOGAF certification. Professional certification such as CCSP, AWS security certification, CISSP (Certified Information Systems Security Professional), CISM, CISA CCNE, , , Information systems Platform and Infrastructure, ISSAP (Information Systems Security Architecture Professional), TOGAF Certification.

**Experience:** 8 - 10 years working of ICT experience with IT Operations /Infrastructure / Systems / Architecture /Solution Development and Implementation / Application Management / Service Management with 4 years in a management role. Experience should include: Overseeing large-scale information technology projects driven and delivered appropriate architecture and project management frameworks. ICT Application Development experience with a sound understanding of the underpinning architectural principles, technologies, and methodologies. Managing departmental budgets and overall departmental financials, contracts and vendor management. Exposure/experience with a wide variety of productivity and business software. Leading strategic technology decisions and managing strategic change in a dynamic operating environment. 5 years solid IT governance and compliance experience Leading a team of highly skilled ICT professionals and consultants. Excellent technical, analytical, and project management skills. Strong communication and interpersonal skills. Good leadership and motivational skills.

## Technical Competencies Description

Knowledge about computer networking. Knowledge of computer troubleshooting. Know-how of viruses. ICT Governance and Compliance Frameworks. Applications Portfolio Management. Applications Lifecycle Management. IT/Enterprise Architecture. Applications Architecture. IT Risk Management. ICT related Acts. Government strategies, intergovernmental relations and strategic outlook. ICT Business Environment and Landscape. Various ICT and relevant legislations. State Information Technology Act. Company's Act. Financial legislation: Public Finance Management Act (PFMA), Treasury Regulations, Tax Laws.

**Leadership competencies:** Customer Experience; Collaboration; Communicating and Influencing; Outcomes driven; Planning and Organising; Creative Problem Solving; anaging People and Driving Performance; Decision-making; Responding to Change and Pressure.

**Interpersonal/behavioural competencies:** Active listening; Attention to Detail; Analytical thinking; and Continuous Learning.

## How to apply

To apply please log onto the e-Government Portal: [www.eservices.gov.za](http://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](http://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 [eRecruitmentSupport@sita.co.za](mailto:eRecruitmentSupport@sita.co.za)

**CV`s sent to the above email addresses will not be considered.**

**Closing Date: 30 November 2022**

#### **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. 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 a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card 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.