



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20230724/1034
BPS Vacancy Number:	VAC00405/24 & VAC00406/24
Job Title:	Cluster Advocate
Job Level:	E1
Vacancy Type:	Internal & External
Salary Range:	R1194938.00 - R1792406.00
Organisation Name:	State Information Technology Agency
Division:	NRCS: National and Regional Consulting Services
Department:	NCS: HOD Customer Advocacy
Employment Type:	Permanent
Location:	Erasmuskloof
Number Of Openings:	2

Purpose of Job:

To analyse cluster needs to improve service delivery, identify and create business opportunities that will not only lead to business growth, but also ensure collaboration and coordination among government clusters in the implementation of the government's program, priorities goals and goals. The role will also manage SITA's customer experience within the cluster by playing a cross-functional task enabling organizational resources to combine resources, structure, processes and technology to solve problematic customer service delivery problems and identify root causes while managing the company's financial realities and strategic objectives.

Responsibilities:

Develop and manage cluster business plan to ensure the long-term development and retention of strategic customers within the cluster to ultimately lead to business growth.; Facilitate proactive aspects of customer advocacy, enabling SITA to get into the heart and mind of customers and to build long-term profitable relationships and to demonstrate or deliver value beyond the immediate need or expectation.; Conduct Market research and gather competitive intelligence.; Establish a Customer Advocacy Escalation and communication process within the cluster.; Collaborate with all functional areas to design, accelerate the enterprise-wide integration process and define the strategic basis for planning and implementation of identified opportunities within the cluster.; Conduct cluster strategic analysis get an overview of the functioning of the cluster.; Establish and direct the customer engagement process in order to demonstrate to them that their best interests are represented, effort is being invested and progress is being made to resolve the identified problems, issues or unmet requirements.; Facilitate Response Planning, Analysis and Execution process.

Qualifications and Experience:

Bachelor Degree / National Diploma / BTech in Business Management OR Information Technology OR Computer Science, business administration, business analytics, management or a similar area 8+ years proven experience of managing ICT Service Delivery Management which should include: A combination of technical and business expertise; Business development experience; Experience in managing large ICT business accounts; Experience in people management, team management, project management; Experience in managing, monitoring and reviewing complex operational service delivery and a programme of ICT projects and developments. Experience in strategic/ business consulting and managing customer relationship will be an added advantage. The incumbent will be required to collaborate with relevant Government Officials, GITOC Bodies, Government Governance bodies, industry partners, standards generating bodies, accreditation and certification bodies at a senior management and executive level. The incumbent will be required to participate and provide input in implementation of Customer related business strategies, SITA Sales Methodology and Sales Process. The incumbent is required to have own transport.

Knowledge:

Excellent stakeholder management; Strong sales and business management skills with the ability to develop value proposition for customers; Strong consulting skills; Excellent strategic analysis with the ability to analyse business practices, strategic objectives and goals; Excellent research, bench-marking and market analysis skills; Excellent facilitation and presentation skills; Excellent Project Management skills. Understanding of high level ICT service issues and their possible impact on the government service delivery and citizens; Knowledge and understanding of government strategic objectives and priorities; Knowledge and understanding of the business operations, policies, processes and services; Knowledge and understanding of ICT technologies best practices, governance framework and how they can be applied to improve service delivery; Knowledge of PFMA and procurement procedures in government and sound knowledge of financial analysis; Risk & Issue management;

Technical Competencies
<p>Business Intelligence & Analytics</p> <p>The application of mathematics, statistics, predictive modeling and machine-learning techniques to discover meaningful patterns and knowledge in recorded data. Analysis of data with high volumes, velocities and variety (numbers, symbols, text, sound and image). Development of forward-looking, predictive, real-time, model-based insights to create value and drive effective decision-making. The identification, validation and exploitation of internal and external data sets generated from a diverse range of processes.</p> <p>Business Analysis</p> <p>The methodical investigation, analysis, review and documentation of all or part of a business in terms of business goals, objectives, functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information and communication systems. The adoption and adaptation of business analysis approaches based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.</p> <p>Business Development</p> <p>Sales management, Strategic Selling</p> <p>Customer Advocacy Management(Consultancy)</p> <p>The provision of advice and recommendations, based on expertise and experience, to address client needs. May deal with one specialist subject area, or can be wide ranging and address strategic business issues. May also include support for the implementation of any agreed solutions.</p>
Leadership Competencies

Customer Experience

Providing service excellence to internal and/or external clients by conducting a unified digital transformation of the customer experience.

Collaboration

Initiating, developing and maintaining cooperative relationships with individuals and groups within a particular business/ industry/ region. Relates to relationships with colleagues, customers, suppliers and shareholders

Communicating and Influencing

Exchanging information and ideas, both verbally and in writing, in a clear and concise manner appropriate for the audience in order to explain, persuade, convince and influence others to achieve the desired outcomes

Honesty, Integrity and Fairness

Demonstrating and supporting SITA's ethics and values.

Outcomes driven

Setting and striving towards outcomes for self and/or others, measuring and communicating performance and taking corrective action without hesitation when not reaching desired results

Innovation

Generating viable, new approaches and digital solutions.

Planning and Organising

Developing, implementing, evaluating and adjusting plans to reach goals, while ensuring the optimal use of resources

Creative Problem Solving

Ability to identify problems, their root causes, interrelations between problems and find creative solutions to them

Bimodal IT Practice

The practice of managing two separate, coherent modes of IT delivery in the digital transformation context, one focused on stability and the other on agility.

Managing People and Driving Performance

Ability to create an environment that is enabling and empowering others to contribute successfully to the organisation

Decision-making

Ability to apply own judgement and make bold decisions in the context of varied levels of risk and ambiguity

Responding to Change and Pressure

Is flexible and adapts positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift

Strategic Thinking

Understands and processes complex information and exercises sound judgment, considering the situation, the issues, the key players, and levels of hierarchy involved. Proposes course of action that further the objectives, priorities and vision of the organisation

Interpersonal and Behavioural Competencies

Active listening

The ability to fully concentrate on what is being said rather than just passively 'hearing' the message of the speaker.

Analytical thinking

Identifies issues; obtains relevant information, relates and compares data from different sources, and identifies alternative solutions.

Empathy

The ability to understand and share the feelings of another.

Resilience

The ability to effectively handle disappointment, rejection and set-backs while still working well and meeting deadlines.

Additional Requirements

N/A

How to apply

To apply please log onto the e-Government Portal: <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 <http://www.eservices.gov.za/>, then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen";
3. Log in using your username and password;
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

For support, please send an email to: egovsupport@sita.co.za or Call: 0801414882

Closing Date : 31 Jul 2023

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

- 1 If you do not hear from us within two months of the closing date, please regard your application as unsuccessful
- 2 Applications received after the closing date will not be considered Please clearly indicate the reference number of the position you are applying for
- 3 It is the applicant s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority SAQA
- 4 Only candidates who meet the requirements should apply
- 5 SITA reserves a right not to make an appointment
- 6 Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicant s documents Qualifications , and reference checking
- 7 Correspondence will be entered to with shortlisted candidates only
- 8 CV s from Recruitment Agencies will not be considered
- 9 CV s sent to incorrect email address will not be considered

*****NB: EMAILED CV'S WILL NOT BE ACCEPTED*****