SITA

VACANCY ADVERTISEMENT

Vacancy Information Download	

Reference Number:	SITA/20230915/1128
BPS Vacancy Number:	VAC00660/24
Job Title:	Consultant Client Relationship Management (Provinces)
Job Level:	D2
Vacancy Type:	Internal & External
Salary Range:	R651627.00 - R977440.00
Organisation Name:	State Information Technology Agency
Division:	Provincial and Local consulting
Department:	RPL: HOD Coastal Region
Employment Type:	Permanent
Location:	Kimberley
Number Of Openings:	1

Purpose of Job:

To provide organisational capabilities and services to internal and external customers from conception to delivery thus maximizing customer understanding, build customer relationship and improve customer satisfaction with the aim of increasing profitability for SITA To oversee, manage and execute projects activities to establish relationship, monitor, measure, and maintain client contracts, in accordance with legislative requirements and best practices, to ensure that requirements are met

Responsibilities:

Drive portfolio of customers in the assigned cluster to determine and assess existing customers needs with the desired ICT requirements profile per cluster customer to provide effective solution approach to deliver within existing contractual constraints policies and SITA commercial service catalogue In collaboration with service owners, including senior management and key stakeholders, drive the implementation of targeted digital products and solutions for each cluster customer Build, manage and maintain strategic relationships with Government Departments i e SITA service owners to continuously sustain the SITA business Perform analysis on cluster needs and requirements in collaboration with Business Development team and other internal and external key stakeholders Perform SLA management, monitoring and review Provide management support and ensure implementation, adherence and compliance to the Engagement management methodologies and regulations Manage, coordinate, analyze and identify the risks to minimize the service gaps and with the aim of achieving the agreed service levels Provide inputs into the budgeting process and plan and drive the achievement of the targeted revenue as well as monitoring controlling the budget to ensure that the expenditure is within the approved Budget

Qualifications and Experience:

Required Qualification: 3 year National Diploma or Bachelor Degree in Information Technology OR Computer Science OR Bachelor degree in Commerce OR Marketing OR Business Administration OR Economics / BTech (at least NQF 6). SITA to identify and invest in Sales Certifications.

Experience: 6 - 7 years working sales and IT experience in the engagement management/ relationship management and/or project management. The incumbent will be required to consult and interact with relevant Government Officials, GITOC Bodies, Government Governance bodies, industry partner, 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 strategies, SITA Sales Methodology
and Sales Process. Must have strong sales and business management skills.

Knowledge:

Knowledge of: Customer service management; Government Information Management; Business Development; Information Technology management; ICT solutions and services; Project Management methodology; Enterprise Project Management; Project Management Life-cycle; Knowledge of IT, Government ICT procurement processes, PFMA, SITA Act and Regulations; Basic understanding of Contracts, Strategic Planning and ITIL knowledge; Sales methodology and process; Application of project management methodology; Financial management principles
methodology; Government Business Reference Model; Policy Review & Implementation; Business writing; Strategic Selling; Presentation Skills; Marketing & Sales Strategy Skills.

Technical Competencies

IT Service Management

The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.

Business Writing

Conveys written information and business reports in a detailed and effective manner to individuals or groups to ensure that they understand the message.

IT Project Management

The management of IT projects/programmes, typically (but not exclusively) involving the development and implementation of business processes to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality. The adoption and adaptation of project management methodologies based on the context of the project and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

Project/Programme Management

The management of projects/programmes, typically (but not exclusively) involving the development and implementation of business processes to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality. The adoption and adaptation of project management methodologies based on the context of the project and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

IT Risk Management

The planning and implementation of organisation-wide processes and procedures for the management of risk to the success or integrity of the business, especially those arising from the use of information technology, reduction or non-availability of energy supply or inappropriate disposal of materials, hardware or data.

Vendor/Supplier Management

The alignment of an organisation?s supplier performance objectives and activities with sourcing strategies and plans, balancing costs, efficiencies and service quality. The establishment of working relationships based on collaboration, trust, and open communication in order to encourage co-innovation and service improvement with suppliers. The proactive engagement of suppliers for mutual benefit to resolve operational incidents, problems, poor performance and other sources of conflict. The use of clear escalation paths for discussing and resolving issues. The management of performance and risks across multiple suppliers (internal and external) using a set of agreed metrics.

Customer Relationship Management

The systematic identification, analysis, management, monitoring and improvement of stakeholder relationships in order to target and improve mutually beneficial outcomes. Gains commitment to action through consultation and consideration of impacts. Design the relationship management approach to be taken; including roles and responsibilities, governance, policies, processes, and tools, and support mechanisms. Creatively combines formal and informal communication channels in order to achieve the desired result. CRM & Client Contract Management

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.

Attention to Detail

The ability to ensures information is complete and accurate.

Analytical thinking

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

Disciplined

Showing a controlled form of behaviour or way of working, diligently.

Resilience

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

Stress Management

The ability to keep functioning effectively when under pressure and maintain self control in the adversity.

Additional Requirements
Driver Licence VAC00660/24

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 : 06 Oct 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******