VACANCY ADVERTISEMENT

Vacancy Information Download	
Reference Number:	SITA/20250120/2108
BPS Vacancy Number:	VAC00975/25
Job Title:	Advanced Operational: Service Management Support (Escalation)
Job Level:	C2
Vacancy Type:	Internal & External
Salary Range:	R300971.00 - R451457.00
Organisation Name:	State Information Technology Agency
Division:	SM: Exec Service Management
Department:	SM: HOD Service Delivery Management
Employment Type:	Permanent
Location:	Centurion
Number Of Openings:	1

Purpose of Job:

To proactively monitor and escalate all open Incident / Request / Event / Access Management system calls linked to SLAs and influence service delivery performance by ensuring Service Operations are aligned to the ITIL Service Lifecycle, relevant ISO standards, and COBIT Governance to Government enabling effective service management.

Responsibilities:

.Daily Monitoring and Management of incidents life cycle.
.Adherence and knowledge of Incident Management Policies and Procedures
.Ensure availability to deliver effective service
.Adherence to approved quality assurance policies and standards
.Reporting of High and Medium impact incidents
.Maintain Incident Management Forum discussions with representatives and LOB
.Ensure automation of escalation procedures according to the related SLA's.

Qualifications and Experience:

Minimum: Grade 12 or Equivalent Qualification A+ and N+ (International Accreditation).
Experience: Call Centre / Helpdesk Experience 2 years' Service Management Systems (e.g. ARS, ITSM, etc.).

Knowledge:

Service Management Systems (e.g. ARS, ITSM7, etc.). Policy, process, and standards. Development of Operational business processes and procedures. ITIL framework.

Technical Competencies

Service Management Systems (e.g. ARS, ITSM7, etc.). Policy, process, and standards. Development of Operational business processes and procedures. ITIL framework.

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.

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 : 30 Jan 2025

Disclaimer

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