



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20250120/2109
BPS Vacancy Number:	VAC01025/25
Job Title:	Advanced Operational: Service Management Technologies
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:	Contract
Contract Duration:	36 -Months Fixed Term Contract
Location:	Erasmuskloof
Number Of Openings:	1

Purpose of Job:

To provide technical development, implementation, optimisation and support on the technologies supporting service management Ensuring that the technologies are capable to support all the processes in the ITIL framework by optimizing and integrating the relevant technologies Responsible for the telephony, call logging and quality management systems within the service management centre Responsible for the actual data management and configuration within the systems This is the operational implementation and development of all user requirement specification detail

Responsibilities:

- .Align client/user data components with the system requirements and standards.
- .Provide effective and integrated data management solutions.
- .Provide inputs towards the compilation of the New Customer URS.
- .Establish data management procedures to convert the old system to the new system
- .Complete reference data values on Remedy ARS(ITSM7)
- .Provide Quality Assurance service
- .Align client/user data components with the system requirements and standards
- .Provide Training
- .Compile Procedure documentation.

Qualifications and Experience:

Minimum: Grade 12 or Equivalent Qualification.

Experience: 2-year Data cleanup/management. 2-year Data Reporting. 2-year System Support.

Knowledge:

Align client/user data components with the system requirements and standards. Provide effective and integrated data management solutions. Provide inputs towards the compilation of the New Customer URS. Establish data management procedures to convert the old system to the new system. Complete reference data values on Remedy ARS(ITSM7). Provide Data Quality Assurance service. Provide training. Complete procedures. Compile manuals.

Technical Competencies

Align client/user data components with the system requirements and standards. Provide effective and integrated data management solutions. Provide inputs towards the compilation of the New Customer URS. Establish data management procedures to convert the old system to the new system. Complete reference data values on Remedy ARS(ITSM7). Provide Data Quality Assurance service. Provide training. Complete procedures. Compile manuals.

Interpersonal and Behavioural Competencies

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*****