



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20250318/2210
BPS Vacancy Number:	VAC00330/26
Job Title:	Consultant: End User Computing
Job Level:	D1
Vacancy Type:	Internal & External
Salary Range:	R558347.00 - R837521.00
Organisation Name:	State Information Technology Agency
Division:	Prov KZN: Provincial Management
Department:	Prov KZN: EUC SAPS
Employment Type:	Contract
Contract Duration:	24-Months Fixed Term Contract
Location:	Pietermaritzburg/ Durban
Number Of Openings:	1

Purpose of Job:

Manage the provisioning of End User Computing Services, planning, coordinating, monitoring and controlling of all support services, systems, servers and other LAN infrastructure related services. Manage the End User Computing Services the maintenance, support services relating to all LAN Infrastructure Services Manage the availability of the services according to prescribed procedures, policies, standards and SLA's. Manage the design, planning, acquisition, implementation, maintenance and Support relating to the all LAN Infrastructure Services. Manage the resolution of hardware and software service requests, incidents and problem resolutions within the LAN infrastructure environment.

Responsibilities:

- .Manage the provision of desktop support services.
- .Facilitate the implementation of Desktop management Operational plan, processes, policies and standards.
- .The design, implementation, customization and maintenance of the Remote Software deployment strategy.
- .Incident Management.
- .Coordinate all installations and fixes for desktop computers, printers, telephones, software, peripherals, etc. for Departments.

Qualifications and Experience:

Minimum: Degree/ National Diploma in IT or Computer Science or IT related fields (NQF level 6)
 Certification: N+ and international examination passed A+ and international examination passed, CCNA/MSCE. Current certification will be an added advantage.
 Experience: Experience: 5 - 6 years' experience in the End User Computing and related LAN Infrastructure services. 3 years' experience as a Senior Specialist, Senior Specialist EUC Support Engineer, Consultant Network Engineer, Management in a corporate or public sector organization. Experience in working within the ITIL Framework for Incident, Problem, Change, or Service Request Management. Experience in the design, planning, implementation of ICT solutions and services.

Knowledge:

Extensive knowledge of enterprise class desktop software such as Windows 7, Mac OS X, Linux Red Hat, antivirus, remote management and troubleshooting, asset management and inventory, printing and call centers. General desktop support knowledge including hardware, software, and networking concepts. Knowledge of ITIL concepts including Service Management and Service Delivery. Knowledge of TCP/IP protocol, routing concepts, and troubleshooting. An advanced knowledge of network management software, concepts, and troubleshooting techniques.

Technical Competencies

Application Development

The specification and design of software to meet defined requirements by following agreed design standards and principles. The definition of software, components, interfaces and related characteristics. The identification of concepts and patterns and the translation into a design which provides a basis for software construction and verification. The evaluation of alternative solutions and trade-offs. The facilitation of design decisions within the constraints of systems designs, design standards, quality, feasibility, extensibility and maintainability. The development and iteration of prototypes/simulations to enable informed decision-making. The adoption and adaptation of software design models, tools and techniques based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

Database Administration

The installation, configuration, upgrade, administration, monitoring and maintenance of databases. Providing support for operational databases in production use and for internal or interim purposes such as iterative developments and testing. Improving the performance of databases and the tools and processes for database administration (including automation).

Database Management

The manipulation and control of data to meet necessary conditions throughout the entire data lifecycle.

Business Intelligence & Analytics

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.

Network/Infrastructure Management

The operation and control of the IT infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or provisioned as cloud services) that is required to deliver and support the information systems needs of a business. Includes preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability. The application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components.

Software Quality Management

Quality management establishes within an organisation a culture of quality and a system of processes and working practices to deliver the organisation's quality objectives. This involves the application of techniques for the monitoring and improvement of the quality of any aspect of a function, processes, products, services or data. The achievement of, and maintenance of compliance to, national and international standards, as appropriate, and to internal policies, including those relating to quality, service, sustainability and security.

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.

Business Analysis

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.

Business Continuity

The provision of service continuity planning and support, as part of, or in close cooperation with, the function which plans business continuity for the whole organisation. The identification of information systems which support critical business processes. The assessment of risks to critical systems' availability, integrity and confidentiality. The co-ordination of planning, designing, testing and maintenance procedures and contingency plans to address exposures and maintain agreed levels of continuity.

Customer Advocacy Management(Consultancy)

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.

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

Application Maintenance and Support

The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.

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 ensure information is complete and accurate.

Continuous Learning

The ability to constantly expand one's skill set.

Disciplined

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

Empathy

The ability to understand and share the feelings of another.

Stress Management

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

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 : 25 Mar 2025

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*****