



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20250422/2280
BPS Vacancy Number:	VAC0 1842/22 (RE 03)
Job Title:	Consultant: Client Contract Management
Job Level:	D1
Vacancy Type:	Internal & External
Salary Range:	R558347.00 - R837521.00
Organisation Name:	State Information Technology Agency
Division:	NRCS: National and Regional Consulting Services
Department:	Prov WC: Provincial & Local Consulting
Employment Type:	Permanent
Location:	Western Cape
Number Of Openings:	1

Purpose of Job:

To develop national and provincial SLA primary documents, SLA annexures and SLA addendums well as initiate the relevant SLA annexures from the SITA lines of business. Initiate the process to finalise the business agreements and keep record thereof. Implement activities to establish, monitor, measure, and maintain client contracts, in accordance with legislative requirements and best practices, to ensure that SITA and client requirements are met.

Responsibilities:

Implement, measure, monitor and improve the Client Contract management strategy, framework, models, and standards. Ensure updated knowledge of the latest industry developments and ensure that appropriate technologies are used for knowledge management so as to ensure innovation and improved productivity. Manage client contract management objectives to ensure successful delivery. Manage and execute processes to establish an inventory of all client contracts. Manage and execute processes to develop and maintain client contracts effectively. Understand and analyse client contract inputs e.g. requirements, legislation. Manage and execute processes to advise on, monitor, measure and improve contract management service delivery. Manage internal relationships with SITA internal stakeholders.

Qualifications and Experience:

Bachelor's degree/BTech in Commerce field or an ICT related field (Computer Science, Information Systems, Technology and Engineering) or equivalent (NQF 7). 5-6 years working experience in the contract management, engagement management/ relationship management and/or project management, including 2 years as Specialist/Manager in a corporate/public sector organisation

Knowledge:

Project management; Customer Relationship Management; Policy Review & Implementation; Business management; Business writing; Contract Management, including drafting, monitoring and measuring; Document configuration; Record management; Stakeholder Management; Statistical analysis; MS Excel; Knowledge and understanding of: (a) ITIL Service Management and Service Delivery modules, and (b) Complementary ITIL proficiencies such as release management or configuration management.

Technical Competencies

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.

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.

Business Development

Sales management, Strategic Selling

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 ensure information is complete and accurate.

Analytical thinking

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

Resilience

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

Additional Requirements

VAC01842/22 (RE 01)

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 : 02 May 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*****