



VACANCY ADVERTISEMENT

Vacancy Information Download

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| Reference Number: | SITA/20250819/2494 |
| BPS Vacancy Number: | VAC00710/26 |
| Job Title: | Senior Manager: Service Management |
| Job Level: | D5 |
| Vacancy Type: | Internal & External |
| Salary Range: | R1035817.00 - R1553726.00 |
| Organisation Name: | State Information Technology Agency |
| Division: | NRCS: National and Regional Consulting Services |
| Department: | RPL: HOD Coastal Region |
| Employment Type: | Permanent |
| Location: | Eastern Cape: Bhisho and East London |
| Number Of Openings: | 1 |

Purpose of Job:

To provide full service management function: Service Strategy, Service Design & Service Transition, Service Operations and Continual Service Improvement aligned to business service management systems and IT service management processes. Manage Information Security Service & End User Computing Services

Responsibilities:

- To be accountable and manage the IT Service Desk, Customer Contact Centre and the Business Process Outsourced service desks in order to facilitate the resolution of client's queries ensuring that service level agreements are kept at optimal levels. Provide first line telephonic support and remote support.
- To be accountable and have authority as complete Service Management technology enablement process owner. Execute, provide and manage technology environments to proactively monitor performance of IT Service Management processes and to better support and maintain critical services provided to the business.
- To be accountable and have authority as complete Service Management process owner ensuring that policies and processes are developed, evaluated, monitored and implemented for all Service Management processes, namely, Service Strategy, Service Design, Service Transition, Service Operations, Continual service improvement and in identifying, planning, delivering and supporting IT services to SITA and customers. Ensure that the Service Management processes are adopted across all IT departments within SITA.
- To be accountable and have authority to manage, lead, and directs all components of Service Management technology and support in order to provide and continually enhance Service Management technology and other related technologies
- Manage Human Resources
- Supports the development of customer service standards, policies and procedures for the organization and align it with government departments

Qualifications and Experience:

Minimum: 3-4-year National Diploma / National First Degree in Software Engineering/ Computer Science /Information Technology or relevant equivalent

Experience: 9-10 years' experience in Service Management, including: 5 years' experience in the infrastructure using ITIL framework. 3 years' experience in the ICT Governance role. 5 years management experience.

Knowledge:

Customer service management. Government Information Management. Business Development. Information Technology management. ICT Services. ITIL Framework.

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.

Human Capital Management

The set of practices related to people resource management. These practices are focused on the organizational need to provide specific competencies and are implemented in three categories: workforce acquisition, workforce management and workforce optimization.

Product & Service Lifecycle Management

The active management of products or services throughout their lifecycle (inception through to retirement) in order to address market opportunities and customer/user needs and generate the greatest possible value for the business. The adoption and adaptation of product development models based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

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 Development

Sales management, Strategic Selling

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

Leadership Competencies

Customer Experience

Providing service excellence to internal and/or external clients by conducting a unified digital transformation of the customer experience.

Collaboration

Initiating, developing and maintaining cooperative relationships with individuals and groups within a particular business/ industry/ region. Relates to relationships with colleagues, customers, suppliers and shareholders

Communicating and Influencing

Exchanging information and ideas, both verbally and in writing, in a clear and concise manner appropriate for the audience in order to explain, persuade, convince and influence others to achieve the desired outcomes

Honesty, Integrity and Fairness

Demonstrating and supporting SITA's ethics and values.

Outcomes driven

Setting and striving towards outcomes for self and/or others, measuring and communicating performance and taking corrective action without hesitation when not reaching desired results

Innovation

Generating viable, new approaches and digital solutions.

Planning and Organising

Developing, implementing, evaluating and adjusting plans to reach goals, while ensuring the optimal use of resources

Creative Problem Solving

Ability to identify problems, their root causes, interrelations between problems and find creative solutions to them

Managing People and Driving Performance

Ability to create an environment that is enabling and empowering others to contribute successfully to the organisation

Decision-making

Ability to apply own judgement and make bold decisions in the context of varied levels of risk and ambiguity

Responding to Change and Pressure

Is flexible and adapts positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift

Strategic Thinking

Understands and processes complex information and exercises sound judgment, considering the situation, the issues, the key players, and levels of hierarchy involved. Proposes course of action that further the objectives, priorities and vision of the organisation

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.

Continuous Learning

The ability to constantly expand one's skill set.

Disciplined

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

Inclusivity

The practice or policy of including people who might otherwise be excluded or marginalized, such as those who have physical or mental disabilities and members of minority groups.

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

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@sitaco.co.za or Call: 0801414882

Closing Date : 28 Aug 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*****