



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20250825/2504
BPS Vacancy Number:	VAC00303/26
Job Title:	Consultant: Service Delivery
Job Level:	D1
Vacancy Type:	Internal & External
Salary Range:	R531759.00 - R797639.00
Organisation Name:	State Information Technology Agency
Division:	SM: Exec Service Management
Department:	Prov WC: Service Management
Employment Type:	Permanent
Location:	Cape Town
Number Of Openings:	1

Purpose of Job:

To ensure the delivery of for Service Management Centre services to customers through development, establishment and maintenance of Service Level Agreements, Operational Level Agreements, Underpinning Contracts and Project Charters with the key objective of ensuring that consistent and efficient support and services are provided to customers through communication, negotiation ,measurement and management of service levels including development and implementation of continual service improvement initiatives.

Responsibilities:

- Development, implementation and management of delivery of Service Management Centre (SMC) services in line with aligned to ITIL methodologies in order to perform end-to-end service management functionality.
- Management of the Service Delivery for direct and embedded Service Management Centre services to customers.
- To plan organize lead and direct all components of the Service Delivery related to Service Management direct and embedded services including vendor management.
- To develop and implement Service Management Centre Service Delivery Processes and ensure compliance
- To design, develop, implement and maintain Service Management Reporting platforms.

Qualifications and Experience:

Minimum: 3 -Year National Diploma or Degree in IT or related fields and ITIL Foundations Certification.
Experience: 5 -6 years' experience in Service Management principles aligned to good practice methodologies, Service Level Management practice, service level performance reporting principles, Customer Service Level and Relationship management and project and financial management principles.

Knowledge:

Processes development and implementation. Understanding of Service Delivery aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards. Understanding continual improvement through service/process monitoring and evaluation . Understanding and practice of of Project Management. Understanding of the ICT Industry and the value of convergence Understanding of customers business and how IT contributes to the delivery of that product or service. Knowledge of technical infrastructure related to WAN, LAN and other aspects related to it. Understanding statistical and analytical principles and processes. Contract Management. Knowledge Management Programme and Project Management. Good Risk & Issue management. Good understanding of Financial management. Good understanding of Information Management Excellent understanding of Service Delivery aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards.

Excellent understanding of continual improvement through service/process monitoring and evaluation. Excellent Service / Process performance monitoring evaluation and reporting. Excellent understanding of Service Level Management. Excellent understanding of Proposal and Service Level. Agreement development.

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.

IT Project Management

The management of IT projects/pr

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.

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

Preference will be given to coloured people.

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 : 16 Sep 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*****