



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20250911/2524
BPS Vacancy Number:	VAC00818/26
Job Title:	Customer Operations Support
Job Level:	C4
Vacancy Type:	Internal & External
Salary Range:	R409935.00 - R614903.00
Organisation Name:	State Information Technology Agency
Division:	NRCS: National and Regional Consulting Services
Department:	Customer Operations
Employment Type:	Permanent
Location:	Erasmuskloof
Number Of Openings:	1

Purpose of Job:

To provide advanced support to the customer relations management by preparing statistical reports, handling request and provide project coordination function

Responsibilities:

Manage and handle queries of team members in relation to ERP HR, OTL, I expense, project, Tele sales, Teleservices, Order Provide financial Administration to the department Budget Provide general administrative support to the department and ensure adherence to the organisation quality standards Arrange work sessions and staff meetings with employees and coordinate all logistical arrangements for the sub department Provide project administration to ensure effective and efficient CRM projects administration Provide on the job training to users on Oracle modules to ensure consistency in invoicing

Qualifications and Experience:

Required Qualification: 3-year Diploma / Degree in office administration/a relevant discipline / NQF level 6.

Experience: 3-4 years working experience within the administrative support role to a senior manager or executive in general office or business practices or procedures

Knowledge:

Knowledge of: Customer Service Management; Government Information Management; Processes and procedure development and implementation; Understanding of Service Operations aligned to ITIL; Understanding service/process performance evaluation, monitoring and reporting; Fair understanding and practice of Project Management; Fair understanding of ICT industry and IT Architecture and components; Knowledge of Sales administration; Knowledge and understanding of business processes; Knowledge of SITA business and SITA clients; Knowledge IT industry business; Understanding of SLA and contracts.

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.

General Administration

Providing support for all SITA employees in administrative duties which include the tasks and activities that are part of the daily operations of the business.

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.

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.

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 : 17 Sep 2025

Disclaimer

*****NB: EMAILED CV'S WILL NOT BE ACCEPTED*****