



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20251024/2599
BPS Vacancy Number:	VAC00920/26
Job Title:	Specialist: Service Delivery
Job Level:	C5
Vacancy Type:	Internal
Salary Range:	R478420.00 - R717630.00
Organisation Name:	State Information Technology Agency
Division:	SM: Exec Service Management
Department:	SM: Governance and Business Support
Employment Type:	Permanent
Location:	Centurion
Number Of Openings:	1

Purpose of Job:

To support in the development, establishment and maintenance of Service Level Agreements, Operational Level Agreements underpinning contracts and Project Charters related to Service Management Centre services with the key objective of ensuring the consistent and efficient support and services are provided to customers through communication ,negotiation ,measurement and management of service levels including assisting in the development and implementation of continual service improvement initiatives.

Responsibilities:

- Provide support with the development, implementation and co-ordination 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
- Provide support with defining, recording and reviewing of all services agreed with between the SMC and clients
- Monitor service level performance against the metrics contained in SLAs.
- Define, document and review all Operational Level Agreements (OLAs) and underpinning contracts (UCs), to support the relevant SLAs
- Provide support with the reviewing and updating of costing models for all services provided by the SMC, and with models that are to be developed for new services.
- Manage income recovery for all SMC services
- Provide input with developing and maintaining System Improvement Plans for the enhancement of all services provided by the SMC.
- Manage the supporting teams' tasks and activities.

Qualifications and Experience:

Minimum: 3-year National Diploma in Computer Science, Information Technology. Related/equivalent qualification for this position. Certification in ITIL V3 or V4 Foundation.

Experience: 3-5 years' experience in Service Management principles related to Service Delivery and Service Level Management good practice methodologies. 3-5 years' experience in implementation and application of Service Delivery and Service Level Management processes and supporting (ITIL, Cobit, ISO). 3-5 years' experience of working in a team and involvement in project management delivery concepts. 3-5 years experience in dealing with customers.

Knowledge:

Knowledge of: Processes and procedure development and implementation. Understanding of Service Delivery aligned to ITIL good practice methodology. Understanding service/process performance evaluation, monitoring and reporting. Fair understanding and practice of of Project Management. Fair understanding of ICT industry.

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.

Information Management

The overall governance of how all types of information, structured and unstructured, whether produced internally or externally, are used to support decision-making, business processes and digital services. Encompasses development and promotion of the strategy and policies covering the design of information structures and taxonomies, the setting of policies for the sourcing and maintenance of the data content, and the development of policies, procedures, working practices and training to promote compliance with legislation regulating all aspects of holding, use and disclosure of data.

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.

Financial Accounting

The process of recording, summarizing, and reporting the myriad of transactions resulting from business operations over a period of time.

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.

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.

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

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.

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 : 04 Nov 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 with shortlisted candidates only.
8. CVs from Recruitment Agencies will not be considered.
9. CVs sent to incorrect email address will not be considered.

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