



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20251104/2614
BPS Vacancy Number:	VAC00814/26, VAC00815/26 & VAC00282/26
Job Title:	Supervisor: Service Desk
Job Level:	C5
Vacancy Type:	Internal
Salary Range:	R478420.00 - R717630.00
Organisation Name:	State Information Technology Agency
Division:	Service Delivery Management
Department:	Service Desk
Employment Type:	Permanent
Location:	Centurion
Number Of Openings:	3

Purpose of Job:

To provide supervision in ensuring successful management and performance of the Service Centre to minimise the impact of service disruptions to the business by restoring service through effective management and co ordinating availability of agents.

Responsibilities:

- Facilitation of operational processes.
- Liaison with business partners.
- Verifying of timesheets and invoices.
- Manage service levels\$ IT Service Centres.
- Post call Survey (Group performance).
- Availability (Group performance).
- Quality of calls (Group performance).
- Time Management
- Compliance with Performance Management system.

Qualifications and Experience:

Minimum: 3 Year National Diploma/Degree in IT or related field.

Experience: 4 – 5 Years IT Service Desk, Call Centre or Customer Service experience inclusive of experience as a: Call Centre/Help Desk Agent Call Centre/Help Desk Team Leader.

Knowledge:

Knowledge of: Incident logging application (ARS/ITSM) Quality assurance processes and standards Full cycle of logging, classifying, and routing calls according to SLA Operational business rules and processes Disciplinary process Operating Systems (ARS) and ITSM Quality assurance processes and standards. Operational business rules and processes. Full cycle of logging, classifying, and routing calls according to SLA. Statistical and analytical principles Policy and processes development and implementation. Continual improvement through service/process monitoring and evaluation. Project management within governing policies, procedures and guidelines. Human resources planning.

Technical Competencies

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.

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@sita.co.za or Call: 0801414882

Closing Date : 12 Nov 2025

Disclaimer

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