



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20251119/2654
BPS Vacancy Number:	VAC00924/26, VAC00930/26, VAC00931/26 & VAC00932/26
Job Title:	Specialist: Service Billing and Payment
Job Level:	C3
Vacancy Type:	Internal & External
Salary Range:	R351254.00 - R526880.00
Organisation Name:	State Information Technology Agency
Division:	ADM: Exec Apps Development & Maintain
Department:	ADM: HOD Planning and Organisation
Employment Type:	Permanent
Location:	SITA Centurion
Number Of Openings:	4

Purpose of Job:

Provides specialized support in service billing, payment reconciliation, and financial governance of IT services. Ensures accurate billing, compliance with contractual obligations, and timely resolution of payment-related issues. Supports SLA compliance by monitoring billing performance and reporting insights to consultants and management.

Responsibilities:

- Service Billing & Payment Management.
- Financial Reporting & Analytics.
- SLA and Contract Alignment.
- Risk & Compliance Oversight.
- Stakeholder Engagement & Communication.

Qualifications and Experience:

Minimum: 1–2-year National Certificate in relevant discipline/ NQF level 5 or accredited specialised courses
 Experience: 3–4 years in IT service billing, payment processing, or financial operations, preferably in ICT or service management environments.

- Experience with SLA-linked billing, reconciliation, and reporting.
- Familiarity with ITSM tools, billing systems, and governance frameworks.

Knowledge:

Knowledge of: Service billing processes and IT financial management. Understanding of contract and SLA obligations affecting billing and payments. Ability to reconcile financial transactions and resolve discrepancies. Knowledge of regulatory and statutory requirements for payments and billing (e.g., VAT, POPIA data handling for payment info). Understanding of reporting and dashboard tools for performance monitoring.

Technical Competencies

Service Billing & Payment Processing. SLA & Contract Compliance Awareness. Financial Reconciliation & Reporting. ITSM/Billing Systems

Interpersonal and Behavioural Competencies

Attention to Detail

The ability to ensure information is complete and accurate.

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 : 26 Nov 2025

Disclaimer

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