



## VACANCY ADVERTISEMENT

### Vacancy Information Download

Reference Number:	SITA/20260413/2879
BPS Vacancy Number:	VAC00954- RE 02
Job Title:	Provincial Manager - Tier 3
Job Level:	E2
Vacancy Type:	Internal & External
Salary Range:	R1405954.00 - R2108931.00
Organisation Name:	State Information Technology Agency
Division:	Prov WC Provincial and Local Consulting
Department:	Prov WC: Provincial Management
Employment Type:	Contract
Contract Duration:	5 Years Fixed Term Contract
Location:	Western Cape
Number Of Openings:	1

#### Purpose of Job:

To provide strategic direction, leadership and management of Provincial operations by overseeing the rendering of ICT services, monitoring and reporting on programme/project performance, improving customer satisfaction and promoting customer advocacy, enhancing long term client relations which is evidenced by improved Client satisfaction levels. Additionally, to oversee the effectiveness and efficiency of the Province towards the realization of revenue growth and the optimal utilization of skills and competencies in the province in order to ensure a sustainable SITA value proposition.

#### Responsibilities:

- . Lead the facilitation, development and implementation of the SITA Provincial and Local Government Service Strategy.
- . Drive continuous improvement to improve service delivery to customers.
- . Consolidate and facilitate the implementation of the Provincial Government departments IT and Procurement Plans in respect of the SITA mandate.
- . Provide direction and leadership in the general management and operations of the Province.
- . Drive customer satisfaction excellence through effective Customer Advocacy strategies.
- . Provide thought leadership to clients with regard to digital solution provisioning.
- . Ensure effective management of resources (i.e. budget/finances, asset) within the Province.
- . Ensure effective Human Capital Management (Leadership).
- . Implement Service Delivery Model for Tier 3 Province capabilities, as per the SITA Tiered Distribution Model

#### Qualifications and Experience:

Minimum: Bachelor's Degree / B.Tech in Business Management, Information Technology, Computer Science, or Commerce and/or equivalent (NFQ Level and Credits).  
 Experience: 8+ years management/leadership experience within an IT environment, of which 4 years' experience as a general manager or senior manager in corporate/public sector organisation.

#### Knowledge:

Knowledge of: Corporate Governance; ICT Governance and compliance; Solution Development; ICT Service Delivery; IT Quality Management; General Business management and development; General HR Management; General Financial management; General ICT procurement; COTS (Commercial off the Shelf) products; OSS (Open source software) products; IT Strategies and architecture; Programme/Project Management; Business risk and issue identification; Knowledge of PFMA, MFMA and procurement policies in government; Consulting in a digital society

#### 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.

## Human Capital Management

The set of practices related to people resource management. These practices are focused on the organizational need to provide specific competencies and are implemented in three categories: workforce acquisition, workforce management and workforce optimization.

## Enterprise ICT Governance (Policies & Legislation)

The establishment and oversight of an organisation's approach to the use of Information systems and digital services, and associated technology, in line with the needs of the principal stakeholders of the organisation and overall organisational corporate governance requirements. The determination and accountability for evaluation of current and future needs; directing the planning for both supply and demand of these services; the quality, characteristics, and level of IT services; and for monitoring the conformance to obligations (including regulatory, legislation, control, and other standards) to ensure positive contribution of IT to the organisation's goals and objectives.

## 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.

## Project/Programme Management

The management of 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.

## IT Risk Management

The planning and implementation of organisation-wide processes and procedures for the management of risk to the success or integrity of the business, especially those arising from the use of information technology, reduction or non-availability of energy supply or inappropriate disposal of materials, hardware or data.

## Business Analysis

The methodical investigation, analysis, review and documentation of all or part of a business in terms of business goals, objectives, functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information and communication systems. The adoption and adaptation of business analysis approaches based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

## Corporate Governance

Company Secretary, Legal, Internal Audit, Risk management

## Business Development

Sales management, Strategic Selling

## 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

## Leadership Competencies

### Customer Experience

Providing service excellence to internal and/or external clients by conducting a unified digital transformation of the customer experience.

### Collaboration

Initiating, developing and maintaining cooperative relationships with individuals and groups within a particular business/ industry/ region. Relates to relationships with colleagues, customers, suppliers and shareholders

Interpersonal and Behavioural Competencies

Additional Requirements

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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](mailto:egovsupport@sita.co.za) or Call: 0801414882

Closing Date : 24 Apr 2026

Disclaimer

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