



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20260414/2885
BPS Vacancy Number:	VAC00434/27
Job Title:	Team Leader: IT Service Desk
Job Level:	C3
Vacancy Type:	Internal
Salary Range:	R351254.00 - R526880.00
Organisation Name:	State Information Technology Agency
Division:	SM: Exec Service Management
Department:	SM: Service Desk
Employment Type:	Permanent
Location:	SITA Centurion
Number Of Openings:	1

Purpose of Job:

Allocate resources according to required skill sets to comply with service requirements as per customer SLAs and ensure that reported queries are responded to within the prescribed time limits

Responsibilities:

- Recommendations and improvements of procedures, processes and workflows.
- Ensure adherence to SLAs.
- Manage Service Levels IT Service Centres.
- Post call survey (group performance).
- Conduct regular team meetings.
- Availability (Group performance).
- Administer Quality of calls (Group performance).
- QA action plan.

Qualifications and Experience:

Minimum: 1- 2-year National Certificate in Information Technology Or relevant discipline NQF level 5.

Experience: 3 - 4 years' IT Service Centre Agent experience as well as Customer Service experience.

Knowledge:

Incident logging application ARS ITSM7 Quality assurance processes and standards Full cycle of logging, classifying, and routing calls according to SLAs Operational business rules and processes.

Technical Competencies

Interpersonal and Behavioural Competencies

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 : 23 Apr 2026

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 to with shortlisted candidates only
- 8 CV s from Recruitment Agencies will not be considered.

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