



## VACANCY ADVERTISEMENT

### Vacancy Information Download

Reference Number:	SITA/20260507/2918
BPS Vacancy Number:	VAC00517/27
Job Title:	Provincial Manager - Tier 1
Job Level:	E1
Vacancy Type:	Internal & External
Salary Range:	R1254685.00 - R1882027.00
Organisation Name:	State Information Technology Agency
Division:	NRCS: National and Regional Consulting Services
Department:	RPL: HOD Central Region
Employment Type:	Permanent
Location:	Nelspruit
Number Of Openings:	1

#### Purpose of Job:

To provide strategic direction, leadership and management of Tier 1 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 Tier 2 Province and 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:

- Provide input to the development and implementation of the SITA Provincial and Local Government Service Strategy.
- Drive continuous improvement to improve delivery service to customers.
- Consolidate and facilitate the implementation of the Provincial Government department's 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 regarding digital solution provisioning.
- Ensure effective management of resources (i.e. budget/finances, assets) within the province.
- Ensure effective Human Capital Management (Leadership).
- Implement Service Delivery Model for Tier 1 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:

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

## 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.

## Leadership Competencies

### 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

### Communicating and Influencing

Exchanging information and ideas, both verbally and in writing, in a clear and concise manner appropriate for the audience in order to explain, persuade, convince and influence others to achieve the desired outcomes

### Outcomes driven

Setting and striving towards outcomes for self and/or others, measuring and communicating performance and taking corrective action without hesitation when not reaching desired results

### Planning and Organising

Developing, implementing, evaluating and adjusting plans to reach goals, while ensuring the optimal use of resources

### Decision-making

Ability to apply own judgement and make bold decisions in the context of varied levels of risk and ambiguity

### Responding to Change and Pressure

Is flexible and adapts positiv

## 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.

### Attention to Detail

The ability to ensures 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.

### Empathy

The ability to understand and share the feelings of another.

### Resilience

The ability to effectively handle disappointment, rejection and set-backs while still working well and meeting deadlines.

### Stress Management

The ability to keep functioning effectively when under pressure and maintain self control in the adversity.

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

Closing Date : 21 May 2026

#### Disclaimer

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted candidates only. Preference will be given to members of designated groups. If you do not hear from us within two months of the closing date, please regard your application as unsuccessful. Applications received after the closing date will not be considered. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). Only candidates who meet the requirements should apply. SITA reserves the right not to make an appointment. The appointment is subject to getting a positive security clearance, the signing of a performance contract, assessment recommendation, verification of the applicants' documents (Qualifications), and reference checking. Correspondence will be entered into with shortlisted candidates only. CV's from Recruitment Agencies will not be considered.

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