



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20260513/2926
BPS Vacancy Number:	VAC00512/27
Job Title:	Specialist: Service Operations
Job Level:	C5
Vacancy Type:	Internal & External
Salary Range:	R478420.00 - R717630.00
Organisation Name:	State Information Technology Agency
Division:	SM: Exec Service Management
Department:	Service Delivery Management: DOD
Employment Type:	Contract
Contract Duration:	3 years
Location:	SITA Centurion
Number Of Openings:	1

Purpose of Job:

To develop, implement, optimise, and influence Incident Request Event Access Management Problem Management processes systems to influence service delivery by applying Service Operations aligned to the ITIL Service Lifecycle, relevant ISO standards, and COBIT Governance to Government enabling effective service management, to support the management of BA, SLAs, OLAs, and underpinning contracts.

Responsibilities:

- Implementation of ITIL Life Cycle stage (Service Operations) relevant to all types of Incident / Request / Event / Access/ Problem Management issues raised against SLA / OLA and underpinning contract requirements and highlight areas of performance risks in order to provide excellent service delivery
- Monitoring and evaluation of Incident / Request / Event / Access/ Problem Management requirements life cycle against SLA requirements and mitigation of risks
- Provide input in planning and facilitating Incident / Request / Event / Access / Problem Management audits
- Collaborate with relevant stakeholders in managing the Incident / Request / Event / Access / Problem Management life cycle processes
- Monitoring and evaluation of all escalation mechanisms with regard to the management of risk to enable consistent effective service delivery and performance
- Manage critical and high impact Incident / Request / Event / Access Management requirements
- Detect, Analyze, Process problems (RCAs) and evaluate, categorized and prioritized problems
- Facilitation and administration of Problem Management Forum.

Qualifications and Experience:

Minimum: 3-year National Diploma/ Degree in Computer Science, Information Technology/ NQF level 6. ITIL Practitioners Certification, ITIL Foundations Certification is an added Advantage.

Experience: 3-5 years' experience in Service Management principles related to Incident / Request / Event / Access/Problem Management good practice methodologies. Experience of working in a team and involvement in project management delivery concepts. Experience in dealing with customers. Experience in Customer Service Level and Relationship management.

Knowledge:

Good understanding and practice of ICT recognised Project management. Good Risk & Issue management. Excellent understanding of Service Operations aligned to ITIL good practice methodology, Cobit Governance and ISO 20 000 standards. Excellent understanding of continual improvement through service/process monitoring and evaluation. Excellent; policy, process, procedure development, review and implementation. Excellent Service / Process performance monitoring evaluation and reporting.

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.

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.

Additional Requirements

Specialist: Service Operations (Problem Management)

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 : 21 May 2026

Disclaimer

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