



## VACANCY ADVERTISEMENT

### Vacancy Information Download

Reference Number:	SITA/20260513/2929
BPS Vacancy Number:	VAC00520/27
Job Title:	Advanced Operational: Support
Job Level:	C2
Vacancy Type:	Internal
Salary Range:	R300971.00 - R451457.00
Organisation Name:	State Information Technology Agency
Division:	SM: Exec Service Management
Department:	Service Management Enablement
Employment Type:	Contract
Contract Duration:	3 years
Location:	SITA Erasmuskloof
Number Of Openings:	1

#### Purpose of Job:

Working as part of a team to ensure Service Management Technologies are supported effectively and efficiently, to restore selective services in the shortest time to ensure minimum disruption to the customers. To Manage, and Maintain System data on Service Management Technologies.

#### Responsibilities:

- The Remote Maintenance and Support on Service Management systems.
- User Support
- Data Management.
- The Transfer of Skills and Support – conduct system training
- Compile procedure documents and manuals.

#### Qualifications and Experience:

Required Qualification: Minimum qualification requirement: 1 - 2-year National Higher Certificate in a relevant discipline / NQF level 5 or accredited specialized courses N+ (International Accreditation) A+ (International Accreditation).

Experience: Minimum of 2 to 3 years' experience in IT with hands-on technical support. Knowledge of software and hardware platforms Call Centre /Helpdesk Experience 2 years.

#### Knowledge:

SITA Policies and procedures ITIL Framework Network Essentials Operating Systems Change Management.

#### Technical Competencies

#### 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.

Continuous Learning

The ability to constantly expand one's skill set.

#### 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 : 22 May 2026

#### Disclaimer

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