



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20261009/3153
BPS Vacancy Number:	VAC00824/27
Job Title:	Lead Consultant: Commercial Design and Packaging
Job Level:	D3
Vacancy Type:	Internal & External
Salary Range:	R760490.00 - R1140736.00
Organisation Name:	State Information Technology Agency
Division:	Client Engagement
Department:	Product, Services and Solutions
Employment Type:	Permanent
Location:	SITA Erasmuskloof
Number Of Openings:	1

Purpose of Job:

Provide input in the crafting of Product Portfolio Strategy and Roadmaps. Responsible for the Product and Service Life-Cycle Management, Commercial Design and Packaging of SITA Products and Services such as Networks, Cloud & Hosting, Digital Services, Cybersecurity, Unified Communications, End User Computing and IT Consulting. The Lead Consultant will also be expected to design and implement a Go-To-Market Plan in collaboration with CRMs and Customer Advocates. To provide support to the LoBs during Product Development Lifecycle. Assist the Senior Manager to implement Product Management Philosophy aligned to the SITA Strategy, SITA Business Model and SITA Engagement Model. Responsible for driving market research including benchmarking of products and services, and customer value propositions across all SITA service categories. Drive product efficiency initiatives by providing input in processes and systems required to manage customer end to end.

Responsibilities:

- Packaging of Products and Services according to the Products and Services Lifecycle Management Framework
- Service Catalogue Management
- Cross-functional collaboration and stakeholder management
- Market and Competitive Analysis
- Service Information Management for Sales Enablement
- Commercial Packaging Governance.

Qualifications and Experience:

Required Qualifications: 3-Year National Diploma/ bachelor's degree in computer science, Information Technology, Business Management, Commerce, Engineering, or a related field. @NQF 6.

Experience: Minimum 7-8 years' experience in ICT with operational responsibilities in a large corporate/public sector organisation. At least 5 of these years should be in product and service packaging and -management, service catalogue development and management, SLA development, proposal development. Experience presenting to executive stakeholders.

Knowledge:

Business fundamentals. Business acumen. Commercial acumen. Product and Service Lifecycle Management. Service Design. Business Analysis. Market Analysis. Desktop Benchmarking. Project Management principles. Collaboration. Planning and organising. Innovative Thinking. Problem Solving. Working with Tools & Technology. Government ICT policies and compliance. Risk and governance management procedures and requirements. Strategic and tactical management.

Technical Competencies

Business Writing

Conveys written information and business reports in a detailed and effective manner to individuals or groups to ensure that they understand the message.

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.

Business Continuity

The provision of service continuity planning and support, as part of, or in close cooperation with, the function which plans business continuity for the whole organisation. The identification of information systems which support critical business processes. The assessment of risks to critical systems' availability, integrity and confidentiality. The co-ordination of planning, designing, testing and maintenance procedures and contingency plans to address exposures and maintain agreed levels of continuity.

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 ensure information is complete and accurate.

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@sit.co.za or Call: 0801414882

Closing Date : 20 Oct 2026

Disclaimer

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