	JOB ADVERT **MANAGER: ICT SERVICE DELIVERY**

The Services Sector Education and Training Authority (Services SETA), a statutory body established in terms of the Skills Development Act, 1998 (Act 97 of 1998), invites applications for the positions hereunder:

SECTION A: JOB INFORMATION SUMMARY	
JOB TITLE	MANAGER: ICT SERVICE DELIVERY
JOB LEVEL	MANAGER
REPORTS TO	SENIOR MANAGER: ICT
REMUNERATION (CTC per annum)	R390 824 – R851 408 per annum
DIVISION	CORPORATE SERVICES
DEPARTMENT	INFORMATION AND COMMUNICATIONS TECHNOLOGY
LOCATION	PARKTOWN - JOHANNESBURG

Key Job Purpose:

The **Manager: ICT Service Delivery** is responsible to oversee, manage, be accountable for and own the operations and business-as-usual (BAU) activities of the ICT department. The ICT Services Delivery Manager reports directly to the Senior IT Manager in regards to staff, budgeting and future direction of the ICT department and takes a management lead in ICT specialist areas. The ICT Services Manager needs to be a lateral thinker and an excellent problem solver, both technically and functionally.

The position is responsible for the management, installation, maintenance, availability and security of the SSETA's national office network, including the delivery network and infrastructure for the environment and associated services. The position is required to provide support, leadership and direction to the ICT department in regards to operations and service delivery. The position requires the occupant to develop working relationships with management, peers and other functional areas

within the SSETA's business	
QUALIFICATIONS	• MATRIC • RELEVANT TERTIARY/PROFESSIONAL QUALIFICATION OR EQUIVALENT (BUSINESS, ICT OR SERVICE MANAGEMENT) • ITIL CERTIFICATION IS CONSIDERED AN ASSET
EXPERIENCE	• PROVEN TRACK RECORD AND AT LEAST TEN YEARS PREVIOUS EXPERIENCE IN A SIMILAR ROLE PROVIDING STRATEGIC LEADERSHIP OF ICT INFRASTRUCTURE & OPERATIONS • PROVEN TRACK RECORD AND AT LEAST 5 YEARS PREVIOUS HANDS-ON EXPERIENCE MANAGING LARGE OUTSOURCED SERVICE DELIVERY CONTRACTS • KEY SKILLS IN THE AREAS OF ICT SERVICE MANAGEMENT, RELATIONSHIP MANAGEMENT, SUPPLIER MANAGEMENT AND FINANCIAL MANAGEMENT • PROVEN EXPERIENCE OF MANAGING AN ICT SERVICE DELIVERY TEAM
ATTRIBUTES	• Service focused with a strong customer service ethic • Highly effective time management skills • Highly advanced problem solving abilities • Collaborator across the team to encourage high performance • Excellent written communication and reporting skills • Strong influencing skills especially with senior stakeholders in a large complex operating environment • Demonstrates high levels of business ethics and upholds organisational values
RESPONSIBILITIES 1) ICT Service Delivery Manager develops and maintains strong (ITIL based) governance and vendor management processes that translate to high quality, predictable and pro-active service delivery across the business 2) Driving best practice customer service whilst building strong relationships with key internal	

and external stakeholders

3) Building and managing multi-sourcing operational models incorporating both internal and outsourced service delivery teams
4) Responsible for best practice financial management of the ICT operational budget ensuring externally provided services are properly engineered and suitably tailored to meet the business needs
5) Building a customer service culture within Group ICT to enable enhanced customer satisfaction levels as well as educating the business on ICT delivery capability
6) Building both internal and external team capability to move away from reactive IT support to provide proactive value add services
7) Development and implementation of new systems and processes centred on service delivery frameworks
8) Research new technologies in information technology and provide recommendations to the Senior IT Manager to support the strategic direction of both the department and organisation

- Appointment onto the position is conditional upon the signing of a performance agreement with the organization
- Candidates may be subjected to a Psychometric Assessment whose results will be taken into account in determining whether to appoint the candidate or not
- Applicants must note that they may be subjected to security, qualifications, criminal, credit and previous employment checks once shortlisted, and that their appointment would be subject to positive outcomes of these checks

- The **closing date** for all applications is **Sunday 31 January 2016**. Applications received after the closing date will not be considered.

- Shortlisted candidates must avail themselves for interviews at a time, date and place determined by the Services SETA.

For enquiries please phone Ms Mabo Thobela at 011 276 9600 between 08h00 and 16h00 weekdays.

The Services SETA reserves the right not to make an appointment. If you do not hear from the Services SETA within 30 working days from the closing date, please

consider your application unsuccessful. Services SETA will not be held liable for applications sent to any other email address except the one stated in the advert.

All applications must be emailed to: ManICTDelivery.SSETA@gmail.com

Applications received after the closing date will not be considered.

NO HAND-DELIVERED APPLICATIONS WILL BE ACCEPTED.