Advertisement

IT: Service Engineer

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) seeks to employ **IT :Service Engineer (Role Band: C4)**, who will report directly to the **Manager: IT Service Delivery** and be based at the Head Office in Centurion.

Grading: (Role Band: C4)
Key Scale: R 527 769 (Total Cost to Company)

The role of this position is to:
Monitor and provide technical support to any IT related issue nationally ensuring high quality IT support services to end users, provinces and business units through the implementation of sound, effective and efficient Information Technology service delivery processes, protocols and procedures that optimally meet the SETAs business needs and requirements.

Key Performance Areas will include but not limited to the following:
• Effectively monitor and coordinate IT service delivery to all end users, business units and provinces ensuring delivery on business needs and requirements
• Maintain high performing service support functions including an IT Service Desk, Desktop Support and VIP Support function nationally
• Coordinate Incident Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required
• Coordination of resolving parties, effective communication to stakeholders and post incident review
• Support service delivery, ensuring systems, methodologies, protocols and procedures are in place and are followed nationally
• Support service orientation and ITSM awareness
• Support advanced IT Services and ensure their effective delivery, management and improvement to meet SETA needs and requirements
• Coordinate internal and third party service review meetings covering performance, service improvements, quality and processes
• Support continuous improvements across the help desk teams in the provinces to meet existing customer contract/statement of work, Service Level Agreements (SLAs), and Operating Level Agreements (OLAs) and compliance requirements
• Assist to monitor, and report on a comprehensive set of metrics and KPIs based on the IT Service Level Agreements (SLAs) and service deliverables and agreements
• Execution of the process development and improvement roadmap for multiple ITIL processes to improve alignment and business outcomes
• Implement both short and long term service and process goals and maturity levels to be achieved over the specified time period
• Close working relationship with other teams to deliver a holistic ITSM program with a coordinated set of continuous improvement initiatives
• Continuously work with internal and external teams to ensure actions are taken and completed to protect and improve services
• Receive, check, verify and submit invoice/payment certificates and supporting documents
• Submit consolidated project expenditure
• Resolve projects implementation constraints

- Comply with all ICT related internal and external audit requirements
- Report on project governance
- Provide service level management reports to the Manager: IT Service Delivery
- Compile and submit non-compliance reports
- Ensure that quality management principles and processes are applied
- Adherence to W&RSETA policies, procedures, PFMA and relevant legislation
- Continuously track, monitor and measure individual and Service delivery performance against set standards and performance targets
- Formal, standard reporting and feedback ensuring accurate, up-to-date reflection of IT service delivery performance
- Effective utilization of research, best practice, up-to-date knowledge and intelligence to continuously support service delivery and improve performance
- Knowledge-sharing, documentation of information and a team that is informed and up to-date with developments
- Professional conduct are aligned with the SETA values
- Ensure effective, professional communication and dialogue with all Stakeholders, Management, Staff and external Stakeholders
- Effectively plan, coordinate, manage and execute ad hoc projects

Minimum Qualifications and Experience

- National Diploma in Computer Science/Information Technology
- 3-5 years' IT Service management experience
- Ability to work nationally to provide quality IT service delivery
- Familiarity with basic information management practices
- Valid driver's license

Instructions to applicants

- All applications must be accompanied by certified copies of the ID and all educational qualifications and they should not be older than 6 months.
- Applications received after the closing date, will not be considered.
- The Wholesale and Retail SETA reserves the right not to make appointment(s) to the advertised post(s).
- The organisation will give preference to candidates in line with the Employment Equity goals.

NB: Please include the name of the position on the subject line of the email.

Only applicants who meet the minimum requirements of this position should apply, by forwarding their CVs for attention: Libokanyo Khumalo (Senior Manager: HR) at recruitment1@wrseta.org.za The closing date for applications is**: 24 June 2023**

higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA