



#### VACANCY - 2352

<b>REFERENCE NR</b>	:	<b>VAC01167 (Re -Advertisement)</b>
<b>JOB TITLE</b>	:	<b>Configuration Management Officer</b>
<b>JOB LEVEL</b>	:	<b>C5</b>
<b>SALARY</b>	:	<b>R 478 420 – R 717 630</b>
<b>REPORT TO</b>	:	<b>Senior Manager: EUC SAPS</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>DEPT</b>	:	<b>SM: SAPS EUC Infrastructure Contract Management</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

#### Purpose of the job

To maintain a configuration management database of SAPS ARS ICT asset inventory.

#### Key Responsibility Areas

- Maintain a Configuration Management Database (CMDB) and create controlled configuration baselines
- Maintain an up-to-date repository of configuration items by populating with changes
- Plan and manage configuration management audits
- Define and produce configuration reports on status changes of configuration items
- Manage resources/s (i.e. budget/finances and asset/equipment) within the department in order to ensure efficient operation and that all the resources are utilised optimally. This must be done in accordance with SITA Policy Framework
- Keep abreast of the latest industry developments and ensure that appropriate technologies are used for knowledge management so as to ensure improved productivity.

#### Qualifications and Experience

**Minimum:** 3-year National Diploma in Information Technology or NQF 6 equivalent.

**Experience:** 3 to 5 years' experience in Service Management principles related to Configuration Management good practice methodologies, including:

- Experience in the application of Configuration Management process and supporting technologies (ITIL, Cobit, ISO).
- Experience of working in a team and involvement in project management delivery concepts.
- Experience in dealing with customers.

#### Technical Competencies Description

Knowledge of: Asset Management Lifecycle. Various ICT and relevant legislations Corporate governance ICT risk, governance and compliance IT service management IT quality management Business process management General business management General human resource management; Project management within governing policies, procedures and guidelines. Knowledge of ITIL concepts including Service Management and Service Delivery.

**Interpersonal/behavioural competencies:** Active listening, Attention to Detail, Analytical thinking, Continuous Learning, Disciplined, Empathy, and Stress Management.

**Technical competencies:** Application Development, Application Maintenance and Support, System Maintenance & Support, Business Analysis, Business Continuity, Business Intelligence & Analytics, Customer Advocacy Management (Consultancy), Customer Relationship Management, Database Administration, Database Management, Enterprise ICT Governance (Policies & Legislation), Network/Infrastructure Management, Software Quality Management, Vendor/Supplier Management.

#### **Other Special Requirements**

N/A.

#### **How to apply**

To apply please log onto the e-Government Portal: [www.eservices.gov.za](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 [www.eservices.gov.za](http://www.eservices.gov.za), then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support contact [egovsupport@sita.co.za](mailto:egovsupport@sita.co.za) **OR call 080 1414 882**

**CV`s sent to the above email addresses will not be considered.**

**Closing Date: 20 June 2025**

#### **Disclaimer**

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only. Preference will be given to members of designated groups.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant`s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.