VACANCY - 3132

REFERENCE NR	**:**	**VAC00776/27**
JOB TITLE	**:**	**Consultant Client Relationship Management**
JOB LEVEL	**:**	**D2**
SALARY	**:**	**R 651 627 – R 977 440**
REPORT TO	**:**	**Senior Manager: PLC**
DIVISION	**:**	**Regional & Central Operations**
DEPARTMENT	**:**	**Northern Region**
LOCATION	**:**	**SITA Kimberley**
POSITION STATUS	**:**	**Permanent (Internal & External)**

Purpose of the job

To provide organizational capabilities and services to internal and external customers from conception to delivery thus maximizing customer understanding, building customer relationships and improving customer satisfaction with the aim of increasing profitability for SITA. To oversee, manage and execute projects / activities to establish relationships, monitor, measure, and maintain client contracts, in accordance with legislative requirements and best practices, to ensure that requirements are met.

Key Responsibility Areas

- Drive portfolio of customers in the assigned cluster to determine and assess existing customers' needs with the desired ICT requirements profile per cluster customer to provide an effective solution approach to deliver within existing contractual constraints, policies and SITA commercial service catalogue.
- In collaboration with service owners, including senior management and key stakeholders, drive the implementation of targeted digital products and solutions for each cluster customer.
- Build trusted, manage and maintain long term strategic relationships with Government Departments (i.e. SITA service owners) to continuously sustain the SITA business.
- Perform analysis on cluster needs and requirements in collaboration with Business Development team and other internal and external key stakeholders.
- Perform SLA management, monitoring and reviews.
- Provide management support and ensure implementation, adherence and compliance with the Engagement management methodologies and regulations.
- Manage, coordinate, analyze and identify the risks to minimize the service gaps and with the aim of achieving the agreed service levels.
- Provide input into the budgeting process and plan and drive the achievement of the targeted revenue as well as monitoring/ controlling the budget to ensure that the expenditure is within the approved Budget.
- Take full ownership of the company's existing customer base.
- Maintain an accurate view of each account, including customer needs, locations, installed solutions and service history.
- Monitor and maintain account health, risk retention, customer satisfaction and revenue performance.
- Protect existing revenue and identify opportunities for sustainable growth.

Qualifications and Experience

Minimum: National Diploma or bachelor's degree in information technology or computer science OR Bachelor degree in Commerce OR Marketing OR Business Administration OR Economics / BTech (at least NQF 6).
Certification: SITA to identify and invest in Sales Certifications.

Experience: 6 - 7 years working sales and IT experience in engagement management/ relationship management and/or project management. The incumbent will be required to consult and interact with relevant Government Officials, GITOC Bodies, Government Governance bodies, industry partner, standards generating bodies, accreditation and certification bodies at a senior management and executive level. The incumbent will be required to participate and provide input in implementation of Customer-related strategies, SITA Sales Methodology and Sales Process. Must have strong sales and business management skills.

Technical Competencies Description

Knowledge of: Customer service management; Government Information Management; Business Development; Information Technology management; ICT solutions and services; Project Management methodology; Enterprise Project Management; Project Management Life-cycle; Knowledge of IT, Government ICT procurement processes, PFMA, SITA Act and Regulations; Basic understanding of Contracts, Strategic Planning and ITIL knowledge; Sales methodology and process; Application of project management methodology; Financial management principles methodology; Government Business Reference Model; Policy Review & Implementation; Business writing; Strategic Selling; Presentation Skills; Marketing & Sales Strategy Skills.
Technical competencies: Business Writing, Customer Relationship Management, IT Project Management, IT Service Management, Project/Programme Management, IT Risk Management, Vendor/Supplier Management, Customer Experience, Collaboration, Communicating and Influencing, Outcomes driven, Planning and Organizing, Creative Problem Solving, Decision-making, Responding to Change and Pressure.
Interpersonal/behavioral competencies: Active listening, Attention to Detail, Analytical thinking, Disciplined, Empathy, Resilience, Stress Management.

Other Special Requirements

N/A

How to apply

To apply please log onto the e-Government Portal: **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, 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 **OR call 080 1414 882**

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

Closing Date: 06 October 2026

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.
- 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 the right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a performance contract, assessment recommendation, verification of the applicants' documents (Qualifications), and reference checking.
- Correspondence will be entered into with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.