

Welcome to Harambee, where we're all about solving youth unemployment through partnerships. We're not your typical organisation – we're driven by integrity, results, impact, and a passion for South Africa's youth. Our work is fast-paced and exciting, thanks to partnerships with key stakeholders such as The Presidency of South Africa, Business Unity South Africa, Youth Employment Service (YES), and others who share our mission.

If you enjoy a fast pace, are change adept love diving into new tech, and thrive in a collaborative, flexible environment, then you're exactly who we're looking for. Our goal remains nothing short of changing the world! Harambee has the capability and unique opportunity to achieve its founding vision of being a catalyst for significant and enduring positive change in tackling the global challenge of this generation. We invite you to join us, and let's make a real impact together.

HOW TO APPLY

Closing date is **30 August 2024**

Apply by sending your CV to recruitment@harambee.co.za including the position you are applying for in the subject line.

By applying for this vacancy, you give consent for your CV to be reviewed for other roles and shared with the relevant persons at Harambee.

JOB OPPORTUNITY SPECIFICATIONS

POSITION

Manager: IT Service Delivery

REPORTS TO

Head: IT Enablement

LOCATION

Johannesburg

ABOUT THE ROLE

The IT Service Delivery Manager will oversee the delivery of IT services to the organisation, manage relationships with IT suppliers, and lead an internal IT support team. The goal is to ensure that our IT services align with business needs, are delivered efficiently, and are continually improved. This role is critical in bridging the gap between the technical team and the rest of the organisation, while also managing SLAs, controlling the IT budget, and ensuring IT security.

JOB DESCRIPTION

- Managing the delivery of IT services within the organisation.
- Managing the delivery of the IT supplier.
- Overseeing the internal IT support team.
- Ensuring that IT services align with business needs.
- Develop & implement robust IT service management processes and procedures.
- Evaluating the performance of IT suppliers.
- Driving continuous improvement in IT service delivery.
- Managing Service Level Agreements (SLAs).
- Controlling the IT support budget.
- Ensuring IT security.
- Developing and implementing strategic plans to improve IT services and enhance the user experience (customer service oriented).
- Coordinating with the business applications team and other departments to understand their IT requirements and ensure they are met.
- Providing leadership and direction to the IT service delivery team.
- Conducting regular service reviews and reporting on IT service performance (data driven decision making).
- Identifying training needs and arranging for appropriate training for the IT support team.
- Ensuring compliance with relevant laws, regulations, and standards related to IT service delivery.
- Managing risk within the IT Enablement department, including disaster recovery planning and business continuity planning.

MINIMUM REQUIREMENTS

- Matric / Grade 12.
- Qualification in Computer Science, Information Technology, or related field.
- Minimum of 5 years of experience in IT service management or related roles.
- Proven experience in managing IT suppliers and internal teams.
- Experience in implementing IT service management processes and procedures.
- Experience in managing SLAs, IT budgeting, and IT security.
- Knowledge of IT infrastructure, IT support, and project management.
- Proficiency in managing Service Level Agreements (SLAs), IT budgeting, and IT security.
- ITIL certification is preferred.
- High adaptability to change in IT trends and business requirements.
- Innovative thinking to improve service delivery and introduce efficient solutions.
- Ability to manage multiple suppliers and evaluate their performance.

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COMPETENCIES

- **Influential Leadership:** Motivates and mobilizes teams to deliver their best performance aligned with Harambee's objectives.
- **Effective Communication:** Delivers clear and impactful communication tailored to various audiences, utilizing multiple formats and tools.
- **Customer-Centric Approach:** Develops strong customer relationships and provides tailored solutions to meet their needs.
- **Accountability:** Takes responsibility for actions, decisions, and deliverables, fostering a culture of accountability.
- **Results Orientation:** Sets and achieves high goals, driving issues to closure with a sense of urgency.
- **Problem Analysis and Resolution:** Uses sound judgment to identify and solve problems effectively at Harambee.