



## **POSITION: CONTRACT ANALYST**

### **KEY TASKS AND RESPONSIBILITIES:**

- Design of roadmaps to plan process implementation and improvement programs.
- Administration of contracts (Contractual obligations; Contractual performance; Contractual Changes; Contractual Finances; Contractual Reviews)
- Facilitate and manage projects to drive service, process and operational improvement/implementation initiatives.
- Function in an advisory capacity
- Actively supports the Pink Elephant corporate strategy i.e. through delivery excellence, providing opportunities for other Pink Elephant business units.
- Working to tight deadlines so as to meet objectives of Telkom
- Knowledge sharing
- Actively utilise Project Management disciplines within the consulting team
- Must be able to transfer the message of specific processes to teams of people and executives Workshops
- Must be confident and have an ability to run and setup a workshop to get a required outcome
- Process Documentation: The ability to document all processes, procedures and policies Document Management
- Must have an understanding of Call Centre Operations and Technical support areas
- Ability to report at all levels constructively
- Project Management: Must be able to do basic project management on the delivery of the project to completion People Management

### **PROFESSIONAL/TECHNICAL EXPERTISE**

#### **Skill/Knowledge Requirements (academic, technical, professional):**

##### ***Essential***

- Relevant industry experience
- ITIL Foundation (Minimum)
- ITIL Service Offerings and Agreements (Beneficial)
- ITIL Continual Service Improvement (Beneficial)
- ITIL Operational Support and Analysis (Beneficial)
- Service Integration And Management (Beneficial)
- AgileBA (Beneficial)
- Full clean driving licence
- Analytics and Reporting experience
- Project Management (PRINCE 2, Agile)
- Process mapping for business and Service Management processes



***Desirable***

- COBIT 5 Foundations
- ISO20000

**EXPERIENCE REQUIRED:**

***Essential***

- Minimum of three years IT service management Consulting/Training
- Outstanding presentation skills
- Exceptional oral and written communication skills
- The ability and willingness to travel throughout South Africa predominantly, as well as the whole of Africa and sometimes worldwide when required

***Desirable***

- Experience of all aspects of IT Service Management
- Demonstrated full responsibility for IT service management processes or projects
- Breadth and depth of experience in IT service management business environments
- PRINCE2, Agile, SDI, COBIT, ISO 20000 and/or technical certifications will be an advantage
- Recognised externally with in the Industry as either a specialist or leader in a relevant subject matter
- Member of relevant external bodies e.g. ITSMF, ITSMI, COBIT