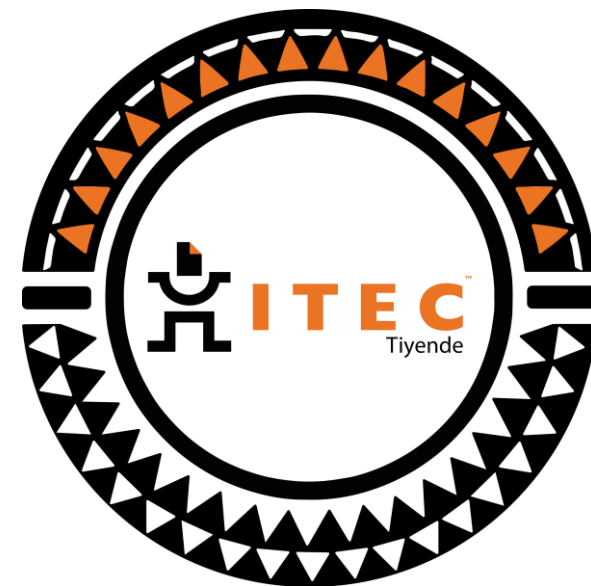


Service Controller – Itec Tiyende



VACANCY

Duties will include but not limited to:

- Coordinating and managing the day-to-day operational activities that support service delivery to customers. This includes overseeing service calls, consumables, logistics, telecoms and connectivity, customer communication, chairing and coordinating SLA meetings, and operational reporting to ensure efficient service delivery, SLA compliance and a high standard of customer satisfaction.
- Service Call Management
- Consumables Management
- Logistics Coordination
- Telecoms & Connectivity Management
- Customer Care & Communication
- SLA Coordination
- Reporting & Operational Administration

Skills

- Strong organizational and time management skills.
- Excellent communication and customer service abilities.
- Good problem-solving and decision-making skills.
- Proficiency in Microsoft Office and service management systems.
- Ability to coordinate multiple tasks while meeting deadlines and SLA requirements

Candidate Requirements:

QUALIFICATIONS

- Grade 12 (Matric) or equivalent qualification..
- National Diploma or Degree in Business Administration, Office Administration, Operations Management, Supply Chain Management, Information Technology, or a related field (preferred) would be an advantage

ESSENTIAL EXPERIENCE

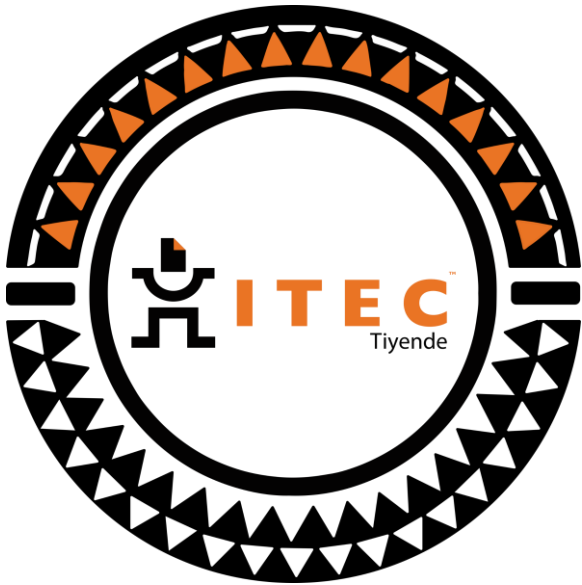
- 2–3 years' experience in a service coordination or operations environment.
- Experience managing service calls and technician scheduling.
- Experience in customer service and stakeholder communication.
- Experience with consumables, logistics, or inventory coordination.
- Experience preparing operational reports and working with SLA-driven environments.

Personal Qualities & Behavioural Traits

- Customer-focused with a professional and service-oriented approach.
- Highly organised, proactive, and able to manage multiple priorities.
- Strong sense of accountability, integrity, and attention to detail.
- Calm, adaptable, and able to perform effectively under pressure.
- Collaborative team player with excellent interpersonal and communication skills.



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VACANCY

Job Specifications/ KPA's:

Job Specifications/ KPA's	Specific Outcomes/ Objectives	Weighting
Service Delivery Management	Ensure efficient coordination and resolution of service calls while meeting agreed SLA targets	30%
Consumables & Logistics Coordination	Manage consumables, inventory, equipment movements, and logistics to ensure uninterrupted customer operations	20%
Customer Care & SLA Management	Maintain strong customer relationships through effective communication and by coordinating and chairing SLA review meetings.	20%
Telecoms & Connectivity Management	Monitor connectivity, coordinate incident resolution, and ensure optimal fleet communication and system availability.	15%
Reporting & Operational Administration	Produce accurate operational reports, maintain records, monitor KPIs, and support continuous service improvement.	10%



Application closing date:
07 August 2026



Kindly send detailed CV's to
careers@itecgroup.co.za