



IT Service Manager

Core Services

Employment status: Permanent

Reporting to: Head of Technology

Location: Johannesburg

About Healthbridge

As Healthbridge we exist to liberate life through transforming healthcare. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative HealthTech solutions ensure that patients, healthcare providers and other role players in the healthcare ecosystem benefit by collaborating together.

We seek high performers with a positive, growth mindset who will thrive in a culture based on strong values, accountability, openness, collaboration and no politics.

About growth

Growth opportunities at Healthbridge are wide and varied, with excellent growth opportunities within the role itself to become a specialist. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities to those wishing to expand their horizons.

About the job

Role purpose

The IT Service Manager will lead the implementation of IT Service Management (ITSM) processes and tools to improve IT service quality, efficiency, and alignment with business needs. The IT Service Manager is responsible for ensuring the timely and effective resolution of IT incidents, minimising disruption to the business and providing excellent customer service. This is achieved through a combination of proactive problem-solving, process optimization, and clear communication.



Description

The ITIL ITSM specialist is a critical member of the IT team, responsible for managing the entire lifecycle of IT incidents. This includes initial triage, investigation, resolution, and prevention of recurrence. The role requires a strong understanding of ITIL best practices, excellent communication skills, and the ability to build strong relationships with both technical and non-technical stakeholders.

Key responsibilities:

Process management

- Develop and execute ITSM implementation plans, timelines, and resource allocation.
- Collaborate with stakeholders to refine ITSM process requirements and solutions.
- Configure and customise ITSM tools (e.g. ServiceDesk Plus) to meet business needs.
- Train and support IT staff in ITSM processes and tool usage.
- Monitor and report on ITSM implementation progress, benefits realisation, and ROI.
- Identify and mitigate risks, issues, and dependencies.
- Foster a culture of continuous service improvement.

Incident Management:

- Triage incoming incidents to assess impact and urgency.
- Investigating and diagnosing the root cause of incidents.
- Ensure prompt implementation of effective solutions to resolve incidents.
- Ensure that all incident details and actions taken are documented.

Problem Management:

- Conducting root cause analysis to identify underlying problems.
- Facilitating implementation of corrective actions to prevent recurrence.
- Tracking and reporting on problem trends and resolution progress.

Change and Release Management:

- Evaluating the impact of proposed changes.
- Coordinating and implementing changes with minimal disruption.
- Ensuring that changes are properly documented and communicated.

Communication and Relationship Management:

- Providing clear and timely updates to stakeholders on incident status and progress.
- Building strong relationships with internal and external customers, understanding their needs and expectations.
- Managing customer expectations and ensuring their satisfaction even under pressure.
- Building a partnership with Service Request (SR) teams to achieve seamless expectation management, informed prioritisation of external incidents, and timely updates to internal business units



Job requirements

Qualifications & Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Minimum of 2 years experience in IT service management or a related role.
- ITIL Foundation certification (preferred).

Knowledge and Skills

- Strong understanding of ITIL best practices and processes.
- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal skills, both written and verbal.
- Ability to work effectively under pressure and manage multiple priorities.
- Proficiency with incident management and service desk tools.
- Understanding of Medical practice management and switching technology preferred.

Behavioural Competencies:

Teamwork:

- Collaborates effectively with colleagues and stakeholders to achieve common goals.
- Shares knowledge and expertise with others to build team capacity.
- Contributes to a positive and supportive team environment.

Customer Focus:

- Demonstrates a strong commitment to meeting customer needs and expectations.
- Actively seeks feedback from customers and uses it to improve service delivery.
- Maintains a positive and professional demeanour, even under pressure.

Communication:

- Communicates clearly and effectively, both verbally and in writing.
- Adapt communication style to different audiences, including technical and non-technical stakeholders.
- Actively listens to others and seeks to understand their perspectives.

Problem-Solving:

- Applies a systematic approach to problem-solving, identifying root causes and implementing effective solutions.
- Thinks critically and creatively to address complex issues.
- Is not afraid to challenge the status quo and propose innovative ideas.

Adaptability:

- Embraces change and adapts quickly to new situations and technologies.
- Demonstrates flexibility and resilience in the face of challenges.
- Is open to feedback and willing to learn from mistakes.



Leadership Competencies:

Influencing:

- Build strong relationships with stakeholders at all levels.
- Effectively persuades and influences others to achieve buy-in for ideas and initiatives.
- Can negotiate win-win solutions that benefit all parties.
- Ability to clearly communicate ideas and concepts.
- A naturally positive attitude and disposition.

Decision Making:

- Makes sound decisions based on data and analysis.
- Takes ownership of decisions and their consequences.
- Can make difficult decisions under pressure.
- Ability and willingness to adapt and deviate from the plans when uncovering new insights or when priorities shift.

Mentoring and Coaching:

- Provides guidance and support to other team members and managers.
- Share knowledge and expertise to help others grow and develop.
- Creates a culture of learning and continuous improvement.

Strong purpose-driven value system, aligned to the Healthbridge Vision and Purpose

- Be analytical and detail-oriented
- Be self-motivated and enthusiastic
- Be resilient and work well under pressure
- Self-confident, assertive
- Has a growth mindset attitude

