REFERENCE NR	:	**VAC01692**
JOB TITLE	:	**Admin: Functional Application Support**
JOB LEVEL	:	**C2**
SALARY	:	**R 200,479 - R 334,132**
REPORT TO	:	**Consultant: Functional Application Support**
DIVISION	:	**ADM**
DEPT	:	**IFASS**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**Permanent – (Internal & External)**

Purpose of the job

To provide specialized Functional Application System Support service according to service elements as specified in the applicable service level agreements with the Department of Defence relating to IT, Supply Chain Management. This role uses Functional Application skills, problem solving and the ability to lead teams, in order to provide a solution into the client's business environment and achieve the client's expected business results.

Key Responsibility Areas

- Analyse the current business processes and scenarios of the client and recommend/assist with solutions to meet the clients need.
- Perform troubleshooting: investigate, analyse, and solve software problems for client business requirements.
- Do functional user acceptance/system testing against the test plan to ensure optimal functionality of the application.
- Providing of advice or training to users on the application systems' functionality to ensure optimal functionality of applications.
- Troubleshoot calls logged on a call logging system on faults reported by clients, using the particular application to ensure the availability of the application;
- Do functional user acceptance/system testing under supervision against the test plan to ensure functionality of the application;
- Provide advice or training to users about the application systems' functionality with support and supervision to ensure optimal functionality of applications;
- Update relevant user procedure manuals/Online-Help and/or equivalent documentation under supervision to ensure accurate information on the application is available to the user; and
- Provide Information Support to clients and supervisors.

Qualifications and Experience

Minimum: 1 – 2-year National Higher Certificate in IT NQF level 5 or equivalent. A relevant course in Supply Chain Management related to DOD will be an added advantage.

Experience: 2-3 years application support experience. Knowledge of DOD SCM or OSIS systems will be an added advantage.

Technical Competencies Description

Knows the organisation's policy framework, management structures and reporting procedures for all aspects of the programme's environment; Product and Solution Development; Solution Testing; Government strategies, intergovernmental relations; ICT Business Environment and Landscape; SDLC, Entity relationship diagrams; Has some experience of working on projects and of communicating with users on technical issues; Demonstrates good oral and written communication skills; Has a thorough knowledge of business aspects of the application(s), and of technical aspects of the application system(s) and the hardware and software environment in which they run; Understanding of the business environment; Knowledge and understanding of the application system environment; Ability to resolve application problems quickly and cost-effectively; Ability to work under pressure.

Skills: Good understanding of systems design and development, and the management of the SDLC; Understanding of the relationship between time, quality and cost of work produced and the ability to manage the time / quality / cost relationship; Ability to communicate the time / quality / cost relationship to clients and subordinates and the ability to estimate jobs; Understanding of software configuration management.

Other Special Requirements

N/A.

How to apply

Internal candidates must apply using this email address: Lindi.internalrecruitment@sita.co.za

External candidates must apply using this email address: Lindi.recruitment@sita.co.za

Closing Date: 12 February 2021

Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only.

- 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. Please clearly indicate the reference number of the position you are applying for.
- 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 a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants' documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be accepted
- CV's sent to incorrect email address will not be considered