



## VACANCY

<b>REFERENCE NR</b>	:	<b>A. FAS_IFASS</b>
<b>JOB TITLE</b>	:	<b>Admin: Functional Application Support X1</b>
<b>JOB LEVEL</b>	:	<b>C2</b>
<b>SALARY</b>	:	<b>R 200 479 – R 334 132</b>
<b>REPORT TO</b>	:	<b>Consultant: Functional Application Support</b>
<b>DIVISION</b>	:	<b>NCS: Transversal &amp; Unique System</b>
<b>DEPT</b>	:	<b>IFASS: Transversal &amp; Unique System</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>Fixed Term Contract – 36 Months (Internal/External)</b>

### Purpose of the job

The provision of second-level support services relating to specific application systems according to service elements as specified in the applicable service level agreements under supervision.

### Key Responsibility Areas

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.

**Experience:** 2 - 3 Years application support experience.

### Technical Competencies Description

**Knowledge of:** 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**

Kindly send your CV to Rachel.recruitment@sita.co.za

**Closing Date: 08 August 2018****Disclaimer**

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only. Preference will be given to members of designated groups.

- 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 considered.