



## VACANCY

REFERENCE NR	:	VAC01638
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

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. To provide functional support with financial reporting across all DOD Service Level Agreements, underpinning Contracts and Project Charters related to Service Management Centre services. Ensure consistent efficient support and services are provided to customers through communication and financial reporting. Assisting in the development and implementation of continual service improvement initiatives. The role uses Functional Application skills, problem solving, in order to provide a solution into the client's business environment and achieve the clients expected business results.

### 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 support with the development, implementation and co-ordination of integrated financial reporting on Excel.
- Provide integrated financial management information solutions to clients and management to assist them in planning and decision making.
- Manage all activities relevant to the financial reporting that will include preparation, presentation, client liaison as well as the safe keeping of financial source documents.

### Qualifications and Experience

**Minimum** 1-2-year National Higher Certificate in IT NQF level 5 or equivalent.

**Experience:** 2 - 3 Years expert knowledge with practical use of advanced excel functionalities and the presentation of these reports. Functional application support experience. Financial knowledge in Accounting/ Financial Management will be an added advantage. Good communication both written and verbal. Good interpersonal skills. Good problem analysis and solving skills. Good negotiation skills. Service/Process performance monitoring, evaluation and reporting.

#### 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. Practical experience in excel on the advanced functionalities.

**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

Travel within Pretoria will be required.

Excel knowledge to be tested.

#### How to apply

Internal candidates must apply using this email address: [Lindi.internalrecruitment@sita.co.za](mailto:Lindi.internalrecruitment@sita.co.za)

External candidates must apply using this email address: [Lindi.recruitment@sita.co.za](mailto:Lindi.recruitment@sita.co.za)

#### Closing Date: 09 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

