



#### VACANCY

REFERENCE NR	:	4759
JOB TITLE	:	Admin: Functional Application Support
JOB LEVEL	:	C2
SALARY	:	R 200,479 - R 334,132
REPORT TO	:	Consultant: Functional Application Support
DIVISION	:	Prov. WC: Hosting and Secure Operations
DEPT	:	WC. Provincial Management
LOCATION	:	Western Cape
POSITION STATUS	:	Fixed Term Contract -24 Months (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.

#### 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

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:** Development (e.g. .NET Framework, Java Framework, Other IDE); Portal (e.g. HTML, CSS, JAVA scripting, Portlets with various integrations); Interfacing and Integration (Middleware technologies) (ISO9001, ISO\IEC12207); Governance Processes and Standards (COBIT, ITIL, UML);

Ability to learn new software and third-party technologies independently and integrate them elegantly into existing architectures; Planning and Organising; General Programming Skills; Ability to use one or more development language (C++, PHP, HTML, etc.).

#### Other Special Requirements

N/A.

#### How to apply

Kindly send your CV to [wcrecruitment@sita.co.za](mailto:wcrecruitment@sita.co.za)

**Closing Date: 11 October 2019**

#### 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