



VACANCY

REFERENCE NR : Admin FAS/11/2017
JOB TITLE : Admin: Functional Application Support x1
JOB LEVEL : C2
SALARY : R 200,479.11 – R334, 131.86
REPORT : Consultant: Functional Application Support
DIVISION : Implementation & Functional Application Support Services: Health Informatics
DEPT : National Consulting Services
LOCATION : Erasmuskloof
POSITION STATUS : PERMANENT (Internal & External)

Purpose of the job

The provision of first and second-level support services relating to specific application systems Health Informatics (HI) 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, Do functional user acceptance/system testing under supervision against the test plan. ; Providing advice and on the job training to users about the application systems' functionality with support and supervision to ensure optimal usage 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; To provide Information Support to clients and supervisors.

Qualifications and Experience

Minimum: Matric or Grade 12 and related qualifications and/or equivalent (NQF level and Credits). Call Centre Qualification/Certificate; Client orientation and Customer Service. **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 a medical discipline (dental, laboratory, nursing) is a pre-requisite for this position. Good understanding of the SAMHS environment is an advantage. 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

Traveling to SAMHS clients is required.

Sleeping over during visits may be required.

A valid driver's licence is required.

Own transport is required.

How to apply

Kindly forward your CV to: Rachel.recruitment@sita.co.za

Closing Date: 15 December 2017



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.

- 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 candidate 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.
- Applications from Recruitment Agencies will not be accepted.