REFERENCE NR	:	**VAC1101 & 1104**
JOB TITLE	:	**Consultant: Functional Application Support X2**
JOB LEVEL	:	**D1**
SALARY	:	**R 301 269 – R 502 114**
REPORT TO	:	**Senior Manager: Functional Application Support**
DIVISION	:	**ADM: Exec Apps Development & Maintenance**
Department	:	**ADM IFASS: Transversal and Unique Systems**
LOCATION	:	**SITA Centurion**
POSITION STATUS	:	**Permanent (Internal & External)**

Purpose of the job

To manage and provide specialised functional application support services relating to specific IT Systems, according to service elements as specified in the applicable Service Level Agreements (SLA).

Key Responsibility Areas

- To ensure a financially stable environment;
- Provide business advisory services;
- Oversee and Provide Functional Application Support services;
- Manage client relationships/client liaison;
- Implement Functional System Enhancements / changes in accordance with client request.
- Provide Integrated Management information support solutions to the clients and management; and
- Pro-actively manage risks the might affect SITA`s performance and delivery to clients.

Qualifications and Experience

Minimum: Bachelor's Degree or 3 year National Diploma in ICT or equivalent
Experience: 5 -**6** years experience/exposure in ICT services/industry.

Technical Competencies Description

Knowledge of: Good understanding of the client's business (Business processes, policies and/or business operations. Business Process Management (BPM). Software integration testing, System integration testing, User Acceptance Testing (UAT) and implementation of acceptance testing procedures. Understanding of enterprise business systems. ICT strategies and development of operational plans. Good ICT industry exposure with regards to Application development / support trends (new/unusual/ground-breaking solutions), Software configuration/release management principles, system implementation methodologies. Managing ICT Projects master data management, information management, people management, financial management, Customer Relationship management. SITA Internal processes. Functional Support Methodologies. IT Security standards and practices. Service management principles; ITIL, COBIT, CMMI, QUEST, ISO Standards; URS Development; and interface management.

Skills: Business processes analysis and practices. Research and Policy analysis; Testing (Unit, Integration, UAT, test plan design and development etc). Users support; URS Development; ITIL (Change Management, Problem Management; Release Management, Request /incident management). System functionality assessment; Interface management. Advisory services; Data analysis; Quality management standards/policies. Implementation support; information management; People development. Data Capturing; Data Management; Relationship management; Communication; Project management (PMBOK, PRINCE II); Software configuration; Release management; Conflict management; Problem solving and decision making; Business Development; End user Training; Procedure Manual Development.

Other Special Requirements

The position may require travelling to SITA provincial offices, client offices.
Driver's license.

How to apply

Kindly send your CV to Puleng.Recruitment@sita.co.za

Closing Date: 09 April 2021

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.