



VACANCY

REFERENCE NR	:	VAC01596
JOB TITLE	:	Consultant: Functional Application Support
JOB LEVEL	:	D1
SALARY	:	R 301 269 – R 502 114
REPORT TO	:	Senior Business Analyst: Functional Application Support
DIVISION	:	ADM
Department	:	IFASS
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide specialized Functional Application System Support service according to service elements as specified in the applicable service level agreements with the Department of Defence relating to IT, Supply Chain Management. This role uses consulting skills, the ability to lead teams, business knowledge, and relevant solution expertise to effectively integrate the supported solution into the client's business environment in order to achieve the client expected business results.

Key Responsibility Areas

- To ensure a financially stable environment.
- Provide business advisory services.
- Oversee and Provide Functional Application Support services. 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 that might affect SITA's performance and delivery to clients.

Qualifications and Experience

Minimum: Bachelor's Degree or National Diploma in ICT at NQF level 6.

Experience: 6 – 7 years' experience/exposure in ICT service/industry.

8 - 10 years of experience/exposure in Supply Chain Management ICT services/industry environment. Knowledge of Department of Defence Logistics and their OSIS systems will be an added advantage

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.

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; ITIL, COBIT, CMMI, QUEST, ISO Standards

Other Special Requirements

The position may require extensive travelling to SITA provincial offices, customer services.

This service can also be provided from a client site.

How to apply

Internal candidates must apply using this email address: Lindi.internalrecruitment@sita.co.za

External candidates must apply using this email address: Lindi.recruitment@sita.co.za

Closing Date: 02 February 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 applicant's documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV's from Recruitment Agencies will not be considered.