



## VACANCY RE- ADVERTISEMENT

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|------------------------|----------|---|
| <b>REFERENCE NR</b>    | <b>:</b> | <b>RE AD-0560 &amp; 1638</b>                      |
| <b>JOB TITLE</b>       | <b>:</b> | <b>Admin: Functional Application Support X2</b>   |
| <b>JOB LEVEL</b>       | <b>:</b> | <b>C2</b>   |
| <b>SALARY</b>          | <b>:</b> | <b>R 200,479 - R 334,132</b>                      |
| <b>REPORT TO</b>       | <b>:</b> | <b>Consultant: Functional Application Support</b> |
| <b>DIVISION</b>        | <b>:</b> | <b>ADM</b>  |
| <b>DEPT</b>            | <b>:</b> | <b>IFASS</b>                                      |
| <b>LOCATION</b>        | <b>:</b> | <b>SITA Erasmuskloof</b>                          |
| <b>POSITION STATUS</b> | <b>:</b> | <b>Permanent – (Internal &amp; External)</b>      |

### **Purpose of the job**

This role uses Functional Application skills, problem solving and the ability to lead teams, in order to provide a solution into the client's business environment and achieve the client's expected business results. Analyze the current business processes. 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, in the Finance environment.

### **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 or equivalent.

**Experience:** 2-3 years application support experience. Knowledge of DOD Financial systems will be an added advantage.

### **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:** 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**

The position requires travelling in the Pretoria area.

### **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: 14 May 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