



**VACANCY  
RE-ADVERTISEMENT**

<b>REFERENCE NR</b>	:	<b>VAC00559</b>
<b>JOB TITLE</b>	:	<b>Specialist: Functional Application Support</b>
<b>JOB LEVEL</b>	:	<b>C4</b>
<b>SALARY</b>	:	<b>R 227 432 - R 379 053</b>
<b>REPORT TO</b>	:	<b>Consultant: Application Support</b>
<b>DIVISION</b>	:	<b>ADM</b>
<b>Department</b>	:	<b>IFASS</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

**Purpose of the job**

To provide first or second-level functional Application support Services relating to specific application systems according to service elements as specified in the applicable service level agreements with the Department of Defence relating to IT, Financial Management. This role uses consulting skills, the ability to lead teams, business knowledge and relevant solution expertise to effectively integrate the support solution into the client's business environment in order to achieve the client expected business results.

**Key Responsibility Areas**

- Perform functional user acceptance/system testing against the test plan to ensure optimal functionality of the application;
- Providing advice or training to users on the application systems' functionality to ensure optimal functionality of applications;
- Provide advice/specialised services and integrated solutions to applications area within a discipline to functional needs/requirements to ensure optimal usage of the application;
- Support Functional systems enhancements/changes in accordance with client request to ensure optimal functionality of the application;
- Compile relevant user procedure manuals/Online-Help and/or equivalent documentation in accordance with standards to ensure accurate data to the. User; and
- Provide Integrated Management information support solutions to clients and management to assist them in planning and decision making.

**Qualifications and Experience**

**Minimum Qualifications:** 3-year Diploma/Degree in ICT/Computer Science or equivalent.

**Experience:** 3 -5 years' application support experience on the Financial Management System. Knowledge and use of the Department of Defence FMS Information Management System 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:** Understanding of IT Strategy and the business strategy of the organisation and the ability to align Applications Development with this strategy; Good understanding of systems design and development, and the management of the SDLC; Ability to implement and monitor methodologies, processes, procedures, standards, and productivity and quality management; 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; People management, including managing people on projects; End user Training; Procedure Manuals; User Requirement Specification (URS); Problem solving and decision making; System functionality assessment; Data 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 June 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 people from the 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.
- CV's sent to incorrect email address will not be considered.