



**VACANCY  
RE-ADVERTISEMENT**

**REFERENCE NR** : **RE-S.FAS\_10\_2018**  
**JOB TITLE** : **Specialist: Functional Application Support X3**  
**JOB LEVEL** : **C4**  
**SALARY** : **R 227 432 - R 379 053**  
**REPORT TO** : **Consultant: Application Support**  
**DIVISION** : **NCS: Transversal & Unique System**  
**DEPT** : **IFASS: Transversal & Unique System**  
**LOCATION** : **SITA Erasmuskloof**  
**POSITION STATUS** : **Fixed Term Contract- 36 Months (Internal/External)**

**Purpose of the job**

To provide of first and second-level functional application support services to the CoGTA client for specific application systems in accordance to the service elements as specified in the applicable Service Level Agreements.

**Key Responsibility Areas**

Perform functional user acceptance and system testing against the test plan to ensure optimal functionality of the application;

Provide on the job or ad-hoc training to users on the application systems' functionality to ensure optimal functionality of applications;

Provide business advice/specialised services and integrated solutions to applications area within a discipline to functional needs/requirements to ensure optimal usage of the application;

Support system 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 to clients 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.

**Technical Competencies Description**

**Knowledge of:** the organisation's policy framework, management structures and reporting procedures for all aspects of the programme's environment.; Solid experience in planning, communication and presentation skills; Product and Solution Development Lifecycle; Systems Integration; Solution Testing; Project Management; ICT Business Environment and Landscape; , Entity relationship diagrams; Has a good understanding of the business aspects of the application(s) supported, and a thorough knowledge of technical aspects of the application system(s) and the hardware and software environment(s) in which they run; broad experience of system development and maintenance, project management, and advising users and management on technical issues.

**Skills:** Understanding of IT Strategy and the business strategy of the organisation and the ability to align Applications Support function 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; and Understanding of software configuration management.

### Other Special Requirements

- May have to work overtime and be on standby when required.
- Travelling to client sites required;
- Sleeping over during client visits may be required;
- Must be in possession of a valid driver's licence and
- Own transport is required.

### How to apply

Kindly send your CV to [lindi.recruitment@sita.co.za](mailto:lindi.recruitment@sita.co.za)

### Closing Date: 18 October 2018

### Disclaimer

SITA is an Employment Equity employer and this position will be filled based on the 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.**