



VACANCY RE-ADVERTISEMENT

REFERENCE NR	:	C.FAS_12_2018
JOB TITLE	:	Consultant: Functional Application Support X 7
JOB LEVEL	:	D1
SALARY	:	R 301 269 - R 502 114
REPORT TO	:	Senior Manager: Functional application Support
DIVISION	:	ICT Service Delivery
DEPT	:	Functional Support
LOCATION	:	SITA Erasmuskloof, Pretoria
POSITION STATUS	:	Fixed Term Contract – 3 years (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 PERSOL, Financial Management System, SA Army CALMIS, SA Air Force OSIS or E-Procure System.

Key Responsibility Areas

To identify operational problems on client systems and facilitate the complete problem solving process in order to ensure effective functioning of the health systems;

To functionally implement maintenance calls enhancements on existing systems and total new system requests.

To provide business advice on internal functioning and processes, based on expert knowledge of the client environment and their requirements, thereby facilitating their optimal use of their systems;

Liaison with suppliers and sub-departments to ensure continuous service delivery and improvement of service to the client in line with their requirements

Qualifications and Experience

Minimum: Grade 12. Experience: 8-10 years application support experience. Exposure to PERSOL, FMS, CALMIS, OSIS, ePROCURE business knowledge within Department of Defense will be an added advantage:

Technical Competencies Description

Knowledge of: Good understanding of the client business (Business processes, policies and/or business operations); Business process management (BPM); Software integration testing, system integration testing, user acceptance testing and implementation of acceptance testing procedures; Understanding of enterprise business systems; ICT strategies and development of operational plans; Good ICT industry exposure with regard 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; Services management principles

Skills: Business process analysis and practices; Research and policy analysis; Testing (Unit, Integration, UAT, test plan design and development etc.); User 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 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 travel to SITA provincial offices and customer offices

How to apply

Kindly send your CV to lindi.recruitment@sita.co.za

Closing Date: 23 January 2019

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