



VACANCY

REFERENCE NR	:	VAC01404
JOB TITLE	:	Specialist: Functional Application Support (FAS)
JOB LEVEL	:	C4
SALARY	:	R 390 414 – R 585 621
REPORT TO	:	Lead Consultant: ADM & IFASS
DIVISION	:	PLC: Eastern Cape
DEPT	:	Prov EC: Application Development & Maintenance
LOCATION	:	Eastern Cape: East London
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide Functional Application Support Services relating to specific application systems according to service elements as specified in the applicable service level agreements.

Key Responsibility Areas

To provide Business Advisory Services. To provide functional application support services. Provide implementation support. Transfer skills to team members. Provide Integrated Management information support solutions to clients and management. Provide User System Training.

Qualifications and Experience

Minimum: 3-year Bachelor's Degree or National Diploma in ICT or a related field.

Experience: 3-4 years' experience/exposure in ICT services/Industry. Experience of systems maintenance and support.

Technical Competencies Description

Knowledge of: 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. Software configuration/release principles. System implementation methodologies. Customer Relationship management. SITA Internal processes. IT Security standards and practices. Service management principles Client Business process development/ improvement. URS Development.

Interpersonal/behavioural competencies: Active listening, Attention to Detail, Analytical thinking, Continuous Learning

Other Special Requirements

Knowledge of Luries System will be an added advantage.

How to apply

Internal candidates must apply using this email address: Asanda.internalecrecruitment@sita.co.za

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

Closing Date: 06 October 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 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