



## VACANCY

**REFERENCE NR** : **ISD/SFAS-ERP/2017-07**  
**JOB TITLE** : **Specialist: Functional Application Support**  
**JOB LEVEL** : **C4**  
**SALARY** : **R227 431.84 – R379 053.07**  
**REPORTS TO** : **Consultant: Functional application Support**  
**DIVISION** : **ICT Service Delivery**  
**DEPT** : **GOV ERP FAS**  
**LOCATION** : **Pretoria**  
**POSITION STATUS** : **THREE YEARS FIXED TERM CONTRACT (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.

### Qualifications and Experience

**Minimum Qualifications:** National Diploma/Degree in ICT or related field. **Experience:** 4 years experience/exposure in ICT services/industry. Experience of systems maintenance and support. Knowledge of DOD HR, PERSOL systems will be an added advantage.

### 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. **Skills:** Testing skills (Unit, Integration, UAT etc); Change management; Request /incident management; System functionality assessment; Interface management; Data analysis; Information management; Data Capturing; Master Data Management; SDLC management; Relationship management; Communication; Project management principles/methodologies; Software configuration; Release management; Conflict management; Problem solving and decision making; Business Analysis/Modeling; Business Development; System Development/Integration.

### Other Special Requirements

The position may require extensive travel to SITA provincial offices and customer offices. This service can also be provided from a client site.

### How to apply

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

**Closing Date: 28 July 2017**



**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.
- Applications from Recruitment Agencies will not be considered.