



## VACANCY

REFERENCE NR	:	EC -S. FAS_01
JOB TITLE	:	Specialist: Functional Application Support X1
JOB LEVEL	:	C4
SALARY	:	R 227 432 - R 379 053
REPORT TO	:	Senior Business Analyst
DIVISION	:	Provincial and local Consulting: Eastern Cape
DEPT	:	Provincial and local Consulting
LOCATION	:	Eastern Cape: Bhisho/East London
POSITION STATUS	:	Fixed Term Contract – 2 Years (Internal/External)

### Purpose of the job

To provide of second-level support functional Application support Services relating to specific application systems according to service elements as specified in the applicable service level agreements.

### 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;

Provide Integrated Management information support solutions to clients and management to assist them in planning and decision making.

### Qualifications and Experience

**Minimum:** 3 year Diploma / Degree in a in ICT/Computer Science.

**Experience:** 3 - 5 Years application support experience

### Technical Competencies Description

**Knowledge of:** Knows 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; Systems Integration; Solution Testing; Project Management; ICT Business Environment and Landscape; SDLC, 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; Has gained broad experience of systems development and maintenance and has some experience of project work, and of 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 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; Understanding of software configuration management.

**Other Special Requirements**

N/A

**How to apply**

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

**Closing Date: 29 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