VACANCY -2442

REFERENCE NR	:	**VAC00680/26**
JOB TITLE	:	**Admin: Functional Application Support**
JOB LEVEL	:	**C2**
SALARY	:	**R 300 971– R 451 457**
REPORT TO	:	**Consultant: Functional Application Support**
DIVISION	:	**ADM: Exec Apps Development & Maintain**
DEPT	:	**IFASS – IJS Cluster**
LOCATION	:	**SITA Centurion**
POSITION STATUS	:	**Permanent (Internal & External)**

Purpose of the job

The provision of second level support services relating to specific application systems according to service elements as specified in the applicable service level agreements under supervision.

Key Responsibility Areas

- Troubleshoot calls logged on a call logging system on faults reported by clients, using the particular application to ensure the availability of the application.
- Do functional user acceptance/system testing under supervision against the test plan to ensure functionality of the application
- Provide advisory services to users about the application systems functionality with support and supervision to ensure optimal functionality of applications.
- Update relevant user procedure manuals/Online Help and/or equivalent documentation under supervision to ensure accurate information on the application is available to the user.
- Update systems user manuals with enhanced functionalities and business rules and provide ad-hoc training to users on the enhanced systems functionalities.
- Provide specialise system training to users on new and existing systems.
- Provide Information Support to clients and supervisors.

Qualifications and Experience

Minimum: 1 – 2-year National Certificate in EDTP/IT related field on NQF level 5.

Experience: 3 - 4 years in Functional Application Support and training experience.

Technical Competencies Description

Interpersonal/behavioural competencies: Attention to detail, analytical thinking, continuous learning, disciplined and resilient.

Other Special Requirements

Drivers Licences is mandatory

Travelling to clients' sites to provide system training and client support.

How to apply

To apply please log onto the e-Government Portal: **www.eservices.gov.za** and follow the following process

1.   Register using your ID and personal information
2.   Use received one-time pin to complete the registration
3.   Log in using your username and password
4.   Click on "Employment & Labour
5.   Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

Or, if candidate has registered on eservices portal, access www.eservices.gov.za, then follow the below steps:

1.   Click on "Employment & Labour
2.   Click on "Recruitment Citizen"
3.   Login using your username and password
4.   Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support contact egovsupport@sita.co.za **OR call 080 1414 882**

CV`s sent to the above email addresses will not be considered

Closing Date: 01 August 2025

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.