



#### VACANCY - 2443

REFERENCE NR	:	VAC00682/26
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 IT or related field on NQF level 5.

**Experience:** 3 - 4 years in Functional Application and Helpdesk Support.

#### Technical Competencies Description

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

#### Other Special Requirements

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

Knowledge in Justice systems will be an advantage.

#### How to apply

To apply please log onto the e-Government Portal: **[www.eservices.gov.za](http://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](http://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](mailto: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 for 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 the 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.