



## Various IT Positions

### We invite you to become part of our IT Tech Team

*The State Information Technology Agency (SITA) is committed to leveraging Information Technology (IT) as a strategic resource for government, managing the IT procurement and delivery process to ensure that the South African government gets value for money, increased productivity; qualitative solutions, services and products; and uses best practice IT approaches in its modernisation and the delivery of services to all citizens. SITA currently offers end-to-end solutions across a complete spectrum of IT services to multiple national, provincial and local government departments.*

**We have for following vacancies within the Application Development and Maintenance, IFASS: Transversal & Unique Systems Department available on a 24-months fixed term contract**

**JOB TITLE : Admin: Functional Application Support X 2 (0216 & 0842)**  
**JOB LEVEL : C2**  
**SALARY : R 300 971- R 451 457**  
**LOCATION : Erasmuskloof**

#### Purpose of 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 Area

- Troubleshoot calls logged on a call logging system on faults reported by clients, using the 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 advice or training 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
- Provide Information Support to clients and supervisors
- Data quality assurance
- Data cleansing

#### Qualifications and Experience

**Minimum:** Grade 12 or National Certificate/Diploma in Information Technology NQF Level 6 or any qualification on NQF level 5 or accredited specialized courses on water and sanitation

Experience 2 - 3 years application support experience on DWS IT applications.

### Technical Competencies Description

Knows the organisations policy framework, management structures and reporting procedures for all aspects of the programmes environment. Product and Solution Development Solution Testing Government strategies, intergovernmental relations ICT Business Environment and Landscape SDLC, Entity relationship diagrams Has some experience of working on projects and of communicating with users on technical issues. Demonstrates good oral and written communication skills. Has a thorough knowledge of business aspects of the application(s), and of technical aspects of the application system(s) and the hardware and software environment in which they run. Understanding of the business environment Knowledge and understanding of the application system environment Ability to resolve application problems quickly and cost effectively Ability to work under pressure.

### How to apply

***To apply or the above positions clearly indicate the job title and Vac number and send your CV to: [Lindi.recruitment@sita.co.za](mailto:Lindi.recruitment@sita.co.za)***

**Closing Date: 25 October 2024**

**Disclaimer: This advert is only open to EOH, Purple Blue and Bias Data Center employees who are supporting the DWS project**