



VACANCY

REFERENCE NR	:	VAC00274/23
JOB TITLE	:	Consultant: Functional Application Support
JOB LEVEL	:	D1
SALARY	:	R 558 347 – R 837 521
REPORT TO	:	Senior: Business Analyst
DIVISION	:	ADM: Exec Apps Development & Maintain
DEPT	:	ADM: IFASS DOD FAS
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	3 years Fixed Term Contract (FTC) (Internal & External)

Purpose of the job

To provide Functional Application Support services related to specific clients and application systems according to service elements as specified in the applicable Service Level Agreement (SLA)

Key Responsibility Areas

- Provide Business Advisory Services
- Oversee and Provide Functional Application Support services
- Provide solutions to operational problems
- Perform integrated systems testing and assist with user acceptance testing
- Provide support on implemented functional system enhancements / changes in accordance with client request
- Provide Integrated Management information support solutions to clients and management; and
- Pro-actively manage risks that might affect SITA's performance and delivery to clients.
- Transfer skills to team members

Qualifications and Experience

Minimum: 3-year National Diploma / Degree in an ICT related field or equivalent qualification - at least NQF level 6 or a verified / certified alternative equivalent @ NQF Level 6. Candidates with Grade 12 that have 7 - 8 years Functional Application Support experience on the specific DOD - HR System (PERSOL) application may apply-

Experience: 7- 8 years Functional Application Support experience on the specific DOD HR System (PERSOL)

Technical Competencies Description

Has a thorough knowledge of business and functional -aspects of the application(s) systems - as well as the hardware and software environment in which they run. Knowledge of the organisation's policy framework, management structures and reporting procedures for all aspects of the Functional Application Support environment.

Thorough knowledge of -- systems integration; user and functional system testing--. Has experience of working on projects and of communicating with clients/users on functional issues.

Act as liaison with the client to investigate, analyse and solve functional problems and map client business requirements, processes and objectives. Provide specialised service and support to clients on integrated solutions to the application systems' functionality. Applicants should possess good problem-solving ability to resolve application problems quickly, cost-effectively and to work under pressure. 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, subordinates and the ability to estimate jobs. Understanding software configuration management. Demonstrates good oral and written communication skills.

DOD HR Management Information System experience will be an advantage - The successful candidate should also possess the following behavioural competencies: Leadership ability, customer service orientated, innovative, team player, pro-active, diligent worker, process orientated and punctual.

Technical Competencies: Application Maintenance and Support.

Leadership Competencies: Collaboration; Communicating and Influencing; Honesty, Integrity and Fairness; Innovation; Planning and Organising; Creative Problem Solving; Responding to Change and Pressure; and Strategic Thinking.

Interpersonal/behavioural competencies: Active listening; Attention to Detail; Analytical thinking; Continuous Learning; and disciplined.

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: 17 January 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 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 applicant's documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.