



## VACANCY

<b>REFERENCE NR</b>	:	<b>VAC00827 &amp; VAC01906</b>
<b>JOB TITLE</b>	:	<b>Lead Consultant: FAS X2</b>
<b>JOB LEVEL</b>	:	<b>D3</b>
<b>SALARY</b>	:	<b>R 724 276 – R 1 086 415</b>
<b>REPORT TO</b>	:	<b>Senior Manager</b>
<b>DIVISION</b>	:	<b>Apps Development &amp; Maintain</b>
<b>DEPARTMENT</b>	:	<b>Transversal and Unique Systems</b>
<b>LOCATION</b>	:	<b>SITA Centurion</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### Purpose of the job

To lead and to manage teams across various projects to provide specialized functional application support services relating to specific application systems according to service elements as specified in the applicable service level agreements.

### Key Responsibility Area

- To manage and provide Functional Application Support services across multiple disciplinary projects, teams and clientele
- To manage Business Advisory Services.
- Manage the Implementation of functional system enhancements/changes in accordance with client requests and business processes.
- Provide Integrated Management information support solutions to clients and management.
- Pro-actively manage risks that might affect SITA's performance and service delivery to clients.
- To ensure a financially stable environment.

### Qualifications and Experience

**Minimum:** 3-year National Diploma / Degree in ICT or Business Management – at least NQF level 6 or a verified / certified alternative equivalent @ NQF Level 6.

**Experience:** 7-8 years' experience of Functional Application Support in the ICT services/industry; knowledge of government IT applications; supporting AI, API's and Dev Ops.

### Technical Competencies Description

**Knowledge of:** Good understanding of the functional application support processes (Business processes, policies and/or business operations). Business Process Management (BPM). Software integration testing, system integration testing, user acceptance testing and implementation of acceptance testing procedures. Understanding of enterprise business systems. ICT strategies and development of operational plans. Good ICT industry experience with Application development / support trends (new/unusual/ground-breaking solutions). Software configuration/release management principles. System implementation methodologies. Managing ICT Projects. Knowledge of data management. Information management. People management. Financial management. Customer Relationship management. Functional Support Methodologies. IT Security standards and practices. Service management principles. Thorough understanding/expert knowledge of the SDLC and functional application support

processes. Business process analysis and practices. Research and Policy analysis. Testing (Unit, Integration, UAT, test plan design and development etc.). User support. URS Development. ITIL (Change management, Problem Management, Release Management, Request /incident management). System functionality assessment.

Interface management. Advisory services. Data analysis. Quality management. management standards/policies. Implementation support. Information management. People development. Data Capturing. Relationship/conflict management. Communication. Project management (PMBOK, PRINCE II). Problem solving and decision making. Business Development. End user Training. Procedure Manual Development. Standard operating procedures ITIL, COBIT, CMMI, QuEST, ISO Standards.

### **Other Special Requirements**

Knowledge on supporting AI, API and Dev Ops environment. Understanding of Jira, Confluence and Cloud IDE

### **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: 23 April 2024**

### **Disclaimer**

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted 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.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard 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.