



**VACANCY - 1445
RE ADVERT**

REFERENCE NR	:	VAC01129/24
JOB TITLE	:	Specialist: Functional Application Support
JOB LEVEL	:	C4
SALARY	:	R 390 414 – R 586 621
REPORT TO	:	Consultant: Functional Application Support
DIVISION	:	ADM: Exec Apps Development & Maintain
DEPT	:	IFASS: DOD
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (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 agreements.

Key Responsibility Areas

- To provide Business Advisory Services.
- To provide functional application support services.
- Provide implementation support.
- Transfer skills to team members.
- Provide Integrated Management information support solutions to clients and management.

Qualifications and Experience

Minimum: 3-year Diploma / Degree in ICT or a related field/ NQF level 6.

Candidates with Grade 12 that have 5 - 6 years Functional Application Support experience on specific HI applications may apply.

Experience 5 - 6 years Functional Application Support experience on specific HI applications.

Technical Competencies Description

Has a thorough knowledge of the Software Development Lifecycle (SDLC) and business aspects of the application(s) supported. A good knowledge of technical aspects of the application system(s) and the hardware and software environment(s) in which they run. Good understanding of the client business processes, policies and/or business operations. Analyse the current business processes and scenarios of the client and recommend/develop solutions to meet the clients need. Acts as liaison with client for troubleshooting: investigate, analyse, and solve software problems and map client business requirements, processes and objectives. Perform functional user acceptance/system testing against the test plan to ensure optimal functionality of the application. Providing advice to users on the application systems' functionality to ensure optimal functionality of applications. Provide specialised services and integrated solutions to applications area within a discipline to functional needs/requirements to ensure optimal usage of the application. Provide management information support solutions to clients and management to assist them in planning and decision making. Demonstrates good oral and written communication skills. Ability to

implement and monitor methodologies, processes, procedures, standards, and productivity and quality 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

Interpersonal/behavioral Competencies: Active listening; Attention to Detail; Analytical thinking; Continuous Learning; Disciplined; Resilience; and Stress Management.

Other Special Requirements

N/A.

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: 15 March 2024

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.