



## **VACANCY RE ADVERTISEMENT**

<b>REFERENCE NR</b>	:	<b>VAC00714/23</b>
<b>JOB TITLE</b>	:	<b>Admin: Functional Application Support</b>
<b>JOB LEVEL</b>	:	<b>C2</b>
<b>SALARY</b>	:	<b>R 286 638 – 429 959</b>
<b>REPORT TO</b>	:	<b>Consultant: Functional Application Support</b>
<b>DIVISION</b>	:	<b>Application Development &amp; Maintenance</b>
<b>DEPT</b>	:	<b>IFASS DOD</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### **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 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.

### **Qualifications and Experience**

**Minimum:** 1 - 2-year National Certificate in an Information Technology / NQF level 5 or accredited specialised courses. Candidates with Grade 12 that have 3 - 4 years Functional Application Support experience on the DOD Citrix application may apply.

**Experience:** 3 - 4 years Functional Application Support experience on the specific DOD Logistic, HR, FIN or HI application.

### **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 System. DOD Citrix functional application support experience will be an advantage. The successful candidate should also possess the following behavioural competencies: customer service orientated, innovative, team player, pro-active, diligent worker, process orientated and punctual.

### **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 [eRecruitmentSupport@sita.co.za](mailto:eRecruitmentSupport@sita.co.za)

**CV`s sent to the above email addresses will not be considered**

**Closing Date: 02 December 2022**

### **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 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.
- CV`s sent to incorrect email address will not be considered