



## VACANCY - 1212

|                        |   |                                                       |
|------------------------|---|-------------------------------------------------------|
| <b>REFERENCE NR</b>    | : | <b>VAC00955-24</b>                                    |
| <b>JOB TITLE</b>       | : | <b>Senior Manager: Functional Application Support</b> |
| <b>JOB LEVEL</b>       | : | <b>D4</b>                                             |
| <b>SALARY</b>          | : | <b>R 845 277 – R 1 267 915</b>                        |
| <b>REPORT TO</b>       | : | <b>HOD IFASS</b>                                      |
| <b>DIVISION</b>        | : | <b>ADM: IMPL &amp; FAS Services</b>                   |
| <b>DEPARTMENT</b>      | : | <b>ADM: IFASS DOD</b>                                 |
| <b>LOCATION</b>        | : | <b>SITA Erasmuskloof</b>                              |
| <b>POSITION STATUS</b> | : | <b>Permanent (Internal &amp; External)</b>            |

### Purpose of the job

To manage the provision of integrated business advice and consultation to Government on all implemented applications solutions/products to ensure optimal performance.

### Key Responsibility Area

- To provide strategic input to the Application Support Services Strategy that is aligned to the ICT Service Delivery Strategy thereby ensuring the provisioning of integrated Application Support Services function to the SITA Clients, thereby enabling SITA to achieve its mandate.
- To Develop an integrated Application Services business/operational plan in order to achieve the objectives in line with Application Services strategy to ensure the achievement of SITA Corporate objectives
- To manage and coordinate the provisioning of effective application maintenance support on implemented solutions or products in accordance with client requirements to ensure optimal performance and availability of solutions to clients
- To advise clients and stakeholders on best practices and trends for optimal application alignment with the client's strategy
- To manage and report on the Departmental risks
- Financial and business management
- Human Capital Management.

### Qualifications and Experience

**Minimum:** 3-year National Diploma / Degree in Computer Science or Information Technology/Engineering - at least NQF level 6 or a verified / certified alternative equivalent @ NQF Level 6.

**Experience:** 8 -9 Years working experience in the respective field with management responsibilities in a corporate/public sector organisation as well as an experience as a Manager/Specialist in a corporate/public sector organisation.

### Technical Competencies Description

Good understanding of the client business. (Business processes, policies and/or business operations). Business and Systems advisory. Business Process Management (BPM). Enterprise business systems. ICT strategies and development of operational plans. ICT industry wrt Application development / support trends (new/unusual/ground-

breaking solutions). Software configuration/release principles. System implementation methodologies. Management of ICT Projects. Business management. System development lifecycle (SDLC). Functional Support Methodologies. SITA Internal processes. ICT acquisition practices (Partnership/Outsourcing). IT Security standards and practices. Service management principles. SITA Governance & Policies. ISO standards. Risk Management. Quality Management. Various and relevant legislations: State Information Technology Act. Company's Act. King Code III. Financial legislation: Public Finance Management Act. (PFMA), Treasury Regulations, Tax Law.

**Technical competencies:** Application Maintenance and Support.

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

#### **Other Special Requirements**

N/A

#### **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: 31 October 2023**

#### **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.