



VACANCY - 1835

REFERENCE NR	:	VAC00671
JOB TITLE	:	Specialist: Functional Application Support
JOB LEVEL	:	C4
SALARY	:	R 409 935 – R 614 903
REPORT TO	:	Consultant: Functional Application Support
DIVISION	:	Application Development & Maintenance
DEPT	:	ADM: IFASS DOD
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	3 Years - Fixed Term Contract (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 the specific DOD OSIS application may apply.

Experience: 5 - 6 years Functional Application Support experience on the specific DOD OSIS application.

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 needs. 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, 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: 23 August 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.