



## VACANCY - 1950

<b>REFERENCE NR</b>	:	<b>VAC01173/24</b>
<b>JOB TITLE</b>	:	<b>Specialist: Functional Application Support</b>
<b>JOB LEVEL</b>	:	<b>C4</b>
<b>SALARY</b>	:	<b>R 409 935 – R 614 903</b>
<b>REPORT TO</b>	:	<b>Consultant: Functional Application Support</b>
<b>DIVISION</b>	:	<b>ADM: Exec Apps Development &amp; Maintain</b>
<b>DEPT</b>	:	<b>IFASS: 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 provide Functional Application Support Services relating to specific 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.
- User acceptance/system testing
- Provide solutions to system related problems.
- Update/review Online-Help and/or equivalent documentation.
- Manage the system change process

### Qualifications and Experience

**Minimum:** 3-year bachelor's degree or National Diploma in ICT or a related field.

Experience 3-4 years' experience/exposure in ICT services/Industry. Experience of systems maintenance and support.

Experience on financial management/Infrastructure management systems will be an added advantage.

### Technical Competencies Description

Understanding of the client business. (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. Software configuration/release principles. System implementation methodologies. Customer Relationship management. SITA Internal processes. IT Security standards and practices. Service management principles Client Business process development/ improvement. URS Development. Update/review Online-Help and/or equivalent documentation. Manage the system change process.

## 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](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: 11 October 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 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.