



VACANCY - 3146

REFERENCE NR	:	VAC01295/24, VAC01297/24 & VAC01298/24
JOB TITLE	:	Specialist: Functional Application Support X3
JOB LEVEL	:	C4
SALARY	:	R 409 935 – R 614 903
REPORT TO	:	Consultant: Functional Application Support
DIVISION	:	ADM: Applications
DEPT	:	Transversal and Unique Systems
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

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.

Qualifications and Experience

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

Experience 3-4 years' experience in Functional Application Support within the ICT industry, with extensive experience in Oracle Enterprise Resource Planning (ERP) system.

Technical Competencies Description

Application Development: Knowledge of application development principles, software design standards, system architecture, and solution design methodologies. Ability to analyse business requirements and translate them into functional system solutions and enhancements within an Oracle ERP environment. Understanding of Software Development Life Cycle (SDLC), testing methodologies, system integration, and deployment processes.

Implementation Management: Ability to plan, coordinate, and support the implementation of system enhancements, upgrades, and releases. Experience in managing change requests, ensuring smooth deployment of ERP solutions, and minimising disruption to business operations while maintaining service continuity.

Information Management: Understanding of information governance, data management principles, and data quality standards. Ability to support the effective use of enterprise information to enable sound decision-making, business processes, reporting, and compliance with organisational policies and legislative requirements.

Business Writing: Strong ability to prepare clear, concise, and professional business reports, functional specifications, requirements documents, user guides, training material, and stakeholder communications.

Customer Relationship Management: Ability to establish and maintain effective relationships with business stakeholders, clients, vendors, and technical teams. Skilled in requirements gathering, stakeholder engagement, issue resolution, and ensuring customer satisfaction through the effective delivery of Functional Application Support services.

Application Maintenance and Support: Extensive experience in providing Functional Application Support services within an Oracle ERP environment, including incident management, problem resolution, root cause analysis, system maintenance, testing, user support, and implementation of system enhancements. Ability to troubleshoot and resolve application issues effectively while working collaboratively with developers, database administrators, infrastructure teams, and business users to maintain optimal system performance and service delivery.

ERP Functional Knowledge Sound understanding of Oracle Enterprise Resource Planning (ERP) applications and associated business processes, including Finance, SCM/Procurement, HR/HCM, Payroll, OTL/Projects and Asset Management. Experience in business process analysis, requirements management, system configuration, testing, and continuous improvement initiatives within an ERP support environment.

Interpersonal and Behavioural Competencies

Active listening

The ability to fully concentrate on what is being said rather than just passively 'hearing' the message of the speaker.

Attention to Detail

The ability to ensure information is complete and accurate.

Analytical thinking

Identifies issues; obtains relevant information, relates and compares data from different sources, and identifies alternative solutions.

Continuous Learning

The ability to constantly expand one's skill set.

Disciplined

Showing a controlled form of behaviour or way of working, diligently.

Stress Management

The ability to keep functioning effectively when under pressure and maintain self-control in the adversity.

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: 09 October 2026

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.
- 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.
- The appointment is subject to getting a positive security clearance, the signing of a performance contract, assessment recommendation, 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.