



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20240226/1436
BPS Vacancy Number:	VAC00194/25
Job Title:	Consultant: Functional Application Support - IFASS DOD
Job Level:	D1
Vacancy Type:	Internal & External Deviation
Salary Range:	R558347.00 - R837521.00
Organisation Name:	State Information Technology Agency
Division:	ADM: Exec Apps Development & Maintain
Department:	IFASS: DOD
Employment Type:	Contract
Contract Duration:	3 years
Location:	Erasmuskloof
Number Of Openings:	1

Purpose of 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.

Responsibilities:

To ensure a Financially stable environment Provide Business Advisory Services Oversee and Provide Functional Application Support service Implement functional system enhancements changes in accordance with client request Provide Integrated Management information support solutions to clients and management Pro actively manage risks that might affect SITA s performance and delivery to clients

Qualifications and Experience:

Minimum: 3 year National Diploma / Degree in an ICT related field or equivalent qualification - at least NQF level 6 or a verified / certified alternative equivalent @ NQF Level 6. Candidates with Grade 12 that have 7 - 8 years Functional Application Support experience on the specific DOD OSIS application may apply.

Experience: 7 - 8 years Functional Application Support experience on the specific DOD OSIS application.

Knowledge:

Has a thorough knowledge of business aspects of the application(s) and of technical aspects of the application system(s) as well as the hardware and software environment in which they run. Knowledge of the organisation's policy framework, management structures and reporting procedures for all aspects of the Functional Application Support environment. Thorough knowledge of product and solution development; systems integration; user and functional system testing; government strategies, intergovernmental relations and entity relationship diagrams will be required. Has experience of working on projects and of communicating with users on technical issues. Applicant should possess good problem-solving ability in order to resolve application problems quickly, cost-effectively and to work under pressure. Understanding of the relationship between time, quality and cost of work produced and the ability to manage the time/quality/cost relationship. Ability to communicate the time/quality/cost relationship to clients, subordinates and the ability to estimate jobs. Understanding of software configuration management. Demonstrates good oral and written communication skills. 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

The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.

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.

Additional Requirements

VAC00194/25

How to apply

To apply please log onto the e-Government Portal: <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 <http://www.eservices.gov.za/>, then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen";
3. Log in using your username and password;
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

For support, please send an email to: egovsupport@sitaco.co.za or Call: 0801414882

Closing Date : 06 Mar 2024

Disclaimer

*****NB: EMAILED CV'S WILL NOT BE ACCEPTED*****