



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20250312/2205
BPS Vacancy Number:	VAC00305
Job Title:	Specialist Functional Application Support
Job Level:	C4
Vacancy Type:	Internal & External
Salary Range:	R409935.00 - R614903.00
Organisation Name:	State Information Technology Agency
Division:	ADM: Exec Apps Development & Maintain
Department:	IFASS: IJS Cluster Systems
Employment Type:	Permanent
Location:	Western Cape (Observatory, Cape Town)
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 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/exposure in Functional Application Support, IT support, or EUC environments. Experience in deploying, configuring, and maintaining end-user devices. Experience in systems maintenance and support.

Knowledge:

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.

Technical Competencies

Hardware & Software Support: Troubleshooting desktops, laptops, printers, and mobile devices. Deploying, configuring, and maintaining end-user devices.
 Networking Basics: TCP/IP, VPN, Wi-Fi configuration, LAN/WAN
 Security & Compliance: Endpoint protection, patch management, and data encryption

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.

Additional Requirements

N/A

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@sita.co.za or Call: 0801414882

Closing Date : 24 Mar 2025

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

- 1 If you do not hear from us within two months of the closing date, please regard your application as unsuccessful
- 2 Applications received after the closing date will not be considered Please clearly indicate the reference number of the position you are applying for
- 3 It is the applicant s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority SAQA
- 4 Only candidates who meet the requirements should apply
- 5 SITA reserves a right not to make an appointment
- 6 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
- 7 Correspondence will be entered to with shortlisted candidates only
- 8 CV s from Recruitment Agencies will not be considered
- 9 CV s sent to incorrect email address will not be considered

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