



## VACANCY ADVERTISEMENT

### Vacancy Information Download

Reference Number:	SITA/20260324/2855
BPS Vacancy Number:	VAC00079/27
Job Title:	Admin: Functional Application Support - IFASS DOD
Job Level:	C2
Vacancy Type:	Internal & External
Salary Range:	R300971.00 - R451457.00
Organisation Name:	State Information Technology Agency
Division:	ADM: Exec Apps Development & Maintain
Department:	IFASS: DOD
Employment Type:	Permanent
Location:	SITA Erasmuskloof
Number Of Openings:	1

#### Purpose of Job:

The provision of second level support services relating to specific application systems according to service elements as specified in the applicable service level agreements under supervision.

#### Responsibilities:

- Troubleshoot calls logged on a call logging system on faults reported by clients, using the particular application to ensure the availability of the application.
- Do functional user acceptance/system testing under supervision against the test plan to ensure functionality of the application
- Provide advice or training to users about the application systems functionality with support and supervision to ensure optimal functionality of applications.
- Update relevant user procedure manuals/Online Help and/or equivalent documentation under supervision to ensure accurate information on the application is available to the user
- Provide Information Support to clients and supervisors.

#### Qualifications and Experience:

Required Qualification: 1 - 2 Year National Certificate in Information Technology / NQF level 5 or accredited specialised courses. Candidates with Grade 12 that have 3 - 4 years Functional Application Support experience on the specific DOD Operational Support Information System (OSIS) may apply.

Experience: 3 - 4 years Functional Application Support experience on the specific DOD OSIS.

#### Knowledge:

Knows the organisations policy framework, management structures and reporting procedures for all aspects of the programmes environment. Product and Solution Development Solution Testing Government strategies, intergovernmental relations ICT Business Environment and Landscape SDLC, Entity relationship diagrams Has some experience of working on projects and of communicating with users on technical issues. Demonstrates good oral and written communication skills. Has a thorough knowledge of business aspects of the application(s), and of technical aspects of the application system(s) and the hardware and software environment in which they run. Understanding of the business environment Knowledge and understanding of the application system environment Ability to resolve application problems quickly and cost effectively Ability to work under pressure System experience will be an advantage. The successful candidate should also possess the following behavioural competencies: customer service orientated, innovative, team player, pro-active, diligent worker, process orientated and punctual.

Technical Competencies: Application Maintenance and Support. Interpersonal/behavioural competencies: Active listening, Attention to Detail, and Analytical thinking.

#### 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.

### Empathy

The ability to understand and share the feelings of another.

### Resilience

The ability to effectively handle disappointment, rejection and set-backs while still working well and meeting deadlines.

### 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](mailto:egovsupport@sita.co.za) or Call: 0801414882

Closing Date : 02 Apr 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

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\*\*\*\*\*