



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20260506/2914
BPS Vacancy Number:	VAC01000/26
Job Title:	Specialist: Functional Application Support - IFASS DOD
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: DOD
Employment Type:	Permanent
Location:	Eastern Cape
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 National Diploma / Degree in ICT or a related field/ NQF level 6. Candidates with Grade 12 that have 5 - 6 years Functional Application Support experience on the specific DOD Logistic (CALMIS) application may apply.
Experience: 5 - 6 years Functional Application Support experience on the specific DOD Logistic (CALMIS).

Knowledge:

Has a thorough knowledge of the Software Development Lifecycle (SDLC) and business aspects of the application(s) supported. A good knowledge of technical aspects of the application system(s) and the hardware and software environment(s) in which they run. Good understanding of the client business processes policies and/or business operations. Analyse the current business processes and scenarios of the client and recommend/develop solutions to meet the clients' needs. Acts as liaison with client for troubleshooting: investigate, analyse, and solve software problems and map client business requirements, processes and objectives. Perform functional user acceptance/system testing against the test plan to ensure optimal functionality of the application. Providing advice to users on the application systems' functionality to ensure optimal functionality of applications. Provide specialised services and integrated solutions to applications area within a discipline to functional needs/requirements to ensure optimal usage of the application. Provide management information support solutions to clients and management to assist them in planning and decision making. Demonstrates good oral and written communication skills. Ability to implement and monitor methodologies, processes, procedures, standards, and productivity and quality management. 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.

Continuous Learning

The ability to constantly expand one's skill set.

Disciplined

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

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 or Call: 0801414882

Closing Date : 20 May 2026

Disclaimer

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