SOUTH AFRICAN CIVIL AVIATION AUTHORITY

JOB ADVERT
APPLICATION SUPPORT SPECIALIST (3YEAR Fixed Term Contract)

1.	POSITION DETAIL	
JOB TITLE / FUNCTION	Application Support Specialist	
Generic Market Job Title	Application Support Specialist	
LOCATION:	Midrand	
GRADE LEVEL		
OVERALL PURPOSE OF THE JOB		

To provide technical application support to all users within the SACAA. Provide support relating to various applications, system-level software, enhancements of applications and assist with analysing the necessary application requirements.

2.	EDUCATION (FORMAL QUALIFICATION REQUIRED)
MINIMUM	
Nation Diploma in IT or related qualification	
IDEAL	

Degree in Information Technology and
Jasper Server Qualification, Java WS
Java Web Services framework

3.	EXPERIENCE (MINIMUM EXPERIENCE REQUIRED - TYPE AND NUMBER OF YEARS)
JOB TITLE / FUNCTION	**MINIMUM TIME SPENT IN JOB**
Application Maintenance & Support	3-5 Years
Java Programming	3-5 Years

4.	POSITION DESCRIPTION	
KPA / MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION	**DETAILED DESCRIPTION**	**WEIGHING / TIME SPENT**
Software Analyses & Testing	Investigate and analyse existing system and recommend installation or upgradation of a new system Ensure that software systems are tested Review and provide recommendation for continuous improvement of software to ensure improved effectiveness and efficiencies Ensure that system tests for applications are conducted prior to implementation Participate in JAD sessions; conduct end user training as and when required	10%
Systems Development & Configuration	Develop new systems or conduct application improvements on existing systems within the organisation Conduct configuration of systems to ensure that the clients' needs are met Eradicate tedious workflows and duplication on existing applications or systems Develop data flows Automate existing business processes Develop business reports and templates	30%
Software Upgrades	Manage and monitor software upgrades Test and implement new software releases	10%
System	Enhance existing systems and conduct performance improvements	10%

Enhancements		
System Maintenance and Support	Provide efficient system maintenance and support Analyse and provide solutions for recurring production issues Respond to systems issues, end-user queries and maintenance requests within ICT service level agreement	30%
Systems Integration	Integrate various systems in the organisation	10%

5. Competencies (Skills and Behavioural Attributes)

CORE COMPETENCIES	PROFICIENCY LEVEL
Judgement and decision making	Basic
Problem solving and analysis	Intermediate
Attention to detail	Intermediate
Planning and organising	Basic
Digital/technology acumen	Intermediate
Innovation	Intermediate
Stakeholder relationship management and engagement	Intermediate
Self-leadership	Basic
Resilience	Intermediate
Learning orientation	Intermediate
Communication	Intermediate
Negotiation skills	Basic
Facilitating skills	Intermediate

FUNCTIONAL/TECHNICAL COMPETENCIES	PROFICIENCY LEVEL
ICT management and support	Basic
Network administration	Basic
System administration	Advanced
Business analysis and design	Advanced
Cyber security	Basic
Web development	Intermediate
Knowledge, data, and information management	intermediate
Server hosting and server management	Basic
Corporate governance	Basic
Graphic design skills	Basic
Search engine optimisation techniques	Basic
Report writing	Basic
Risk management	Basic
Knowledge and information management	Basic
Analytical thinking	Advanced

Closing Date   **08 April 2022**