



JOB PROFILE: APPLICATION SUPPORT SPECIALIST

1. POSITION DETAIL	
JOB TITLE / FUNCTION	Application Support Specialist
Generic Market Job Title	Applications Support Specialist
LOCATION:	Midrand
DATE REVIEWED:	18 October 2022
GRADE LEVEL	
OVERALL PURPOSE OF THE JOB	
To provide technical application support to all users within the SACAA and to various applications, enhancements of applications and analysis of application requirements and carry out system testing and upgrades.	

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

3. EXPERIENCE (MINIMUM EXPERIENCE REQUIRED - TYPE AND NUMBER OF YEARS)		
JOB TITLE / FUNCTION	MINIMUM TIME SPENT IN JOB	
IT Technician	3 Years	
Working in the IT Environment	3-5 Years	

4. POSITION IN THE ORGANISATION	
Organisation	South African Civil Aviation Authority
Division	Finance
Department	IT
Section	ICT Applications and Projects
Position being Evaluated	Application Support Specialist
1st Line Manager	Manager: ICT Application and Projects
2nd Line Manager	CIO
Direct Subordinate(s)	No Subordinates

5. 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 improvements Ensure that software applications are tested Ensure that application is testing done prior moving to production Participate in business requirements gathering sessions	10%

Systems Development & Configuration	Implement 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 Participate in automation of business processes Develop business reports and templates	30%
Software Upgrades	Manage and monitor software upgrades Test and implement new software releases conduct end user training as and when required	10%
System Enhancements	Enhance existing systems as per user requests Conduct system performance improvements	10%
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 Extract data and reports as and when requested	30%
Systems Integration	Assist with Integration of various systems in the organisation Participate in system integration testing	10%

6. Job Evaluation Criteria	
Decision Making	
Q:	Solves problems with a business mindset Escalate where necessary
Accountability	
Q:	Application support and implementation of system improvements

7. Competencies (Skills and Behavioural Attributes)	
CORE COMPETENCIES	PROFICIENCY LEVEL
Judgement and decision making	Intermediate
Problem solving and analysis	Intermediate
Attention to detail	Intermediate
Planning and organising	Intermediate
Digital/technology acumen	Intermediate
Innovation	Intermediate
Stakeholder relationship management and engagement	Intermediate
Self-leadership	Intermediate
Resilience	Intermediate
Learning orientation	Intermediate
Communication	Intermediate
Report writing	Basic
Interpersonal skills	Intermediate
FUNCTIONAL/TECHNICAL COMPETENCIES	PROFICIENCY LEVEL
ICT Application support	Advanced
Network administration	Intermediate
System administration	Advanced
Business analysis	Intermediate
Cyber security	Intermediate
Web development	Intermediate
Data extraction	intermediate
Server hosting and server management	Intermedaite
Corporate governance	Basic
Risk management	Risk Management
Analytical thinking	Advanced

8. Other Special Requirements
All tasks and responsibilities as specified by the CAA Quality Manual and CAA Quality Manual Procedures references, including references to all staff and generic terms such as executive management. Business is unpredictable therefore there is a need to be flexible and adaptability to the changing environment

9. PARTICIPANTS			
9.1. INPUT PARTICIPANTS			
PARTICIPANT NAME		PARTICIPANT DESIGNATION	
Mmathapelo Ramaboa		HR Business Partner	
Phaphedi Myeza		Chief Information Officer	
Elizabeth Moshoeshoe		Manager ICT Applications and Projects	
9.2. APPROVED BY			
NAME	DESIGNATION	APPROVED	DATE APPROVED
Asruf Seedat	Executive Finance		