



INTERNAL / EXTERNAL ADVERTISEMENT		
DIVISION: INFORMATION AND COMMUNICATION TECHNOLOGY		
13 May 2024		
REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
ICT: 16/2024	APPLICATIONS ENGINEER ALL INCLUSIVE REMUNERATION: TCTC (PER ANNUM) R 575 918.00 – R 803 551.00	1

MICT SETA is a fast-paced innovation driven organisation with an aim to recruit Game Changers in the ICT industry who are driven to be part of the innovation team. MICT SETA seeks to employ a suitably qualified and competent Applications Engineer, to assist in the delivery, project management, and support of all business systems for improved user experience.

The successful incumbent will be based at Midrand Head Office and will report to the **Manager: Business Applications** .

MINIMUM REQUIREMENTS:

- A Bachelor's degree (NQF 7) in any of the following: Information Technology, Computer Engineering, Computer Science or related.
- Minimum 5 years' experience in Systems Operations, Systems Engineering, and ICT applications development.
- ITIL certificate will serve as an added advantage.
- Project management certificate will server as an added advantage.
- Project Management experience.
- Solid comprehension of innovation through digital transformation and systems development.
- Strong quantitative and analytical skills.
- Knowledge of ICT Systems Audit (ISA) process.
- In dept knowledge of applications development, testing and deployment.
- Knowledge of systems development frameworks.
- Willingness to work outside of official hours.
- A valid driver's license and willingness to travel is essential.

ROLES AND RESPONSIBILITIES

Operational Planning

- Assist in the development and implementation of innovation and digital strategies and budgets for such initiatives in consultation with the Business Applications Manager.

- Implement the tactical work plan by developing operational activities, ensuring alignment to the achievement of strategic objectives.
- Direct and lead the implementation of Business Application and adoption initiatives to support MICT SETA in the implementation of its strategy and achieve its objective.
- Monitor and continuously evaluate progress of the business unit's achievements against the tactical plan and strategic objectives.

Core System Support

- Coordinates and participates in configuration activities.
- Design and implement reports.
- Evaluate options and makes recommendations for the implementation of core system changes.
- Assist with facilitating design/configuration of system changes.
- Admin security and authorisation requirements (user access and delegations).
- Maintains security reports for audit purposes and provides responses to audit findings.
- Manage small projects related to core systems as required (e.g., system change request packages).
- Monitor daily reports of overnight incidents related to batch processing.

Application and Adoption Support

- Leads the requirements gathering and documentation processes for new systems development and enhancements.
- Provides consultancy services to both ICT Services staff and business managers on problem management and resolution.
- Assists in the development of test scenarios and cases for use during user acceptance testing.
- Coordinates and participate in system testing.
- Manages and conducts user acceptance/project/emergency testing of digitisation projects.
- Manages defects raised throughout testing activities and incidents raised day to day.
- Coordinates system interface requests and system outage issues between the MICT SETA and external ICT service providers.
- Coordinates problem resolutions and changes with external vendors.
- Assists in the requirements analysis for business systems within the MICT SETA as required.
- Coordinates information flow, daily operations of tasks and liaison between the MICT SETA and external Information and Communication Technology (ICT) Service providers.
- Assists with the implementation of business solutions and product acceptance testing.

Stakeholder Management Support

- Build and maintain relationships with all MICT SETA business units for the purposes of expectations management and knowledge sharing.
- Provide advocacy on matters related to digitisation and adoption to empower the MICT SETA stakeholders to make informed decisions.

- Represent and participate in the organisation's committees and tasks teams when required.
- Convene and attend meetings and present findings and business cases to relevant stakeholders when required.
- Implement timeous communication on progress and challenges in achieving the tactical work plans to impact stakeholders.
- Attend industry related forums, conferences, and workshops to gain industry insight for the purpose of business improvement.

Risk & Compliance

- Assist in identifying and adhering to fraud controls, risk prevention principles, sound governance and compliance processes, and tools to identify and manage risks.
- Support and provide evidence to all internal and external audit requirements.
- Maintain quality risk management standards in line with relevant requirements.
- Maintain and enforce all related Service Level Agreements to minimise business risk and ensure business continuity.
- Review related Standard Operating Procedures in consultation with the Manager: ICT to ensure business optimisation.
- Adhere to all relevant laws, policies, and Standard Operating Procedures throughout the organisation.

SYSTEM SKILLS:

- Microsoft Office 365 Suite
- Microsoft Azure

VALUES

- Customer Centricity
- Ethical
- Innovative
- Committed
- Meritocracy
- Collaboration
- Responsiveness

BEHAVIOURAL ATTRIBUTES

- Organisational and planning
- Decision making
- Problem solving and analysis
- Resilience
- Interpersonal relations
- Team Player
- Attentive to detail and accuracy

FUNCTIONAL COMPETENCIES

- Digital transformation
- Systems analysis, and security
- Stakeholder Management and relations
- Project Management
- Business Writing Skills
- Communication (Verbal and Written)
- Change Management
- Risk Management

Application:

Please click the link to apply <https://forms.office.com/r/XUdmrX0DEN> by no later than **22 May 2024**. Queries may be directed to 011-207-2649. Should candidates not hear from us within 30 days after the closing date of applications, they should consider their applications as unsuccessful. Please note that this is an open position.



White, Indian, Coloured and people with disabilities are highly encouraged to apply for this position in-line with the MICT SETA Employment Equity Targets.

POPIA DISCLAIMER- By applying for MICT SETA's vacancy, you hereby expressly give MICT SETA consent to process your personal information in accordance with the relevant provisions of the Protection of Personal Information Act 4 of 2013 ("POPIA").

Further, the MICT SETA shall retain personal information as per the regulations set out by the National Archives and Records Service of South African Act (NARSSA), Act. 43 of 1996, as amended.

Please refer to the MICT SETA POPIA Disclaimer for further information (<https://www.mict.org.za/popia-disclaimer/>)