

## OFFICER: APPLICATION SUPPORT

**Salary: R 464 847.10 basic plus benefits.**

**Please Note: This is a fixed-term contract position until 31 March 2030**

The Public Service Sector Education and Training Authority is in the process of repositioning itself and aligning the new strategy with existing legislative and governance mandate. The PSETA therefore seeks to appoint a competent, suitably qualified, and experienced Applications Support Officer. The successful applicant will be based in PSETA Offices in Hillcrest Office Park, Pretoria and will report to the PSETA ICT Manager.

**Job Purpose:** To monitor, maintain and provide support services in respect of the Application systems of the PSETA.

### Key Responsibility Areas

#### 1. Application Support

- Assists with 1st line internal employee application support queries in a quick and efficient manner (i.e. attending to calls, assisting with the prioritisation and categorisation of calls, and commenting on tickets in an accurate manner).
- Assists with 2nd line escalation support, as routed from 1st line support.
- Documents new or update existing documentation in terms of monitoring instructions, contact details, support processes etc.
- Adheres to all policies, processes and procedures created by PSETA to resolve issues and ensure the ultimate customer service experience.
- Debugs application code to determine development issues and potentially assist with correction.
- Uses requirements for the development of services, business or support applications and translates into functional, defect-free software.
- Strives for high quality code and embraces Test Driven Development with an emphasis on

#### Unit Tests and automated build scripts.

**Board members:** Mr Thulani Tshefuta (Chairperson) | Ms Christelene Brink | Mr Lewis Nzimande | Ms Gaolape Anastacia Seokolo  
Mr Nkojane Nelson Maesela | Mr Patrick Babsy Makhafane | Ms Nolukhanyo Amanda Kelengeshe | Ms Violet Matshidza  
Ms Tampane Molefe-Sefanyetso | Mr Patrick Boitumelo Moopelwa | Ms Linda Dlodla | Ms Nelisiwe Nzimande  
Ms Nomabandla Silinyana | Mr Marcus Ramakgale

- Documents code and contributes to the overall (usually wiki-based) solution description.
- Performs regular structured Code Reviews to ensure both consistency and quality.
- Identifies and fix bugs, conducts performance optimizations and code refactoring in existing systems.
- Assists with and deploys software to the production environment.
- Co-manages the PSETA website (with Officer: ICT).

Customize entities Dynamics 365 solutions, which may include complex integrations or significant module changes or even designing new modules.

- System maintenance
- System solution design
- Approaches to improve and enhance business processes
- Workflows and Power Automate flows
- Power Apps
- Plug ins
- Configuration and customisation
- Minimum coding understanding
- Dynamics 365 projects and plans
- Testing and troubleshooting

## **2. Compliance**

- Operates within controls and procedures in order to ensure the integrity of PSETA.
- Identifies and reports risks or areas of concern to management within own department and area of responsibility.
- Ensures compliance with all relevant regulations and procedures to prevent fruitless, wasteful and irregular expenditure.

## **3. Customer Service**

- Maintains effective working relationships with customers (both internal and external) towards rendering highest quality of services.
- Represents PSETA in meetings with relevant stakeholders.
- Identifies and solves problems creatively whilst demonstrating a high level of integrity in line with PSETA core values.

## **EDUCATION AND EXPERIENCE:**

- National Diploma in IT / ICT / Application Systems Development or related fields (NQF 6)
- Bachelor's Degree in IT / ICT / Application Systems Development or related fields (NQF 7) would be an added advantage
- Relevant Microsoft Dynamics 365 Certifications
- At least +3 years' relevant experience in administration / functional consulting role related to Finance & Operations and Customer Engagement configurations, development

## **KNOWLEDGE, SKILLS AND ATTRIBUTES:**

- Must have had experience working with Microsoft Dynamics 365, implementing Microsoft Dynamics 365, and providing support and training in Microsoft Dynamics365
- Configuration and customisation within the Dynamics environment
- Knowledge and understanding of Microsoft D365 (CE and F&O) Infrastructure and Architecture (advantageous)
- Proficient in LCS (Life Cycle Services) (advantageous)
- Experience in leveraging the Microsoft Dynamics Power Platform.
- Azure technology will be an advantage (Azure admin knowledge)
- Experience in the implementation of MS CRM & 3rd party Integration using Middleware Tools/ API's (REST, ODATA Web API's)/SSIS packages and/or connectors.
- PowerBi
- SharePoint Online and other Microsoft Cloud-related applications

If you meet the above-mentioned requirement, kindly submit your application online at <https://psetaopportunities.powerappsportals.com> , or send a detailed CV and a covering letter to the Human Resource Department via e-mail to [recruitment@pseta.org.za](mailto:recruitment@pseta.org.za), with the subject: PSETA: Application Support



**Closing Date: 17<sup>th</sup> April 2023**

**Enquiries:** Ms Phuti Phosa      Tel: 012 423 5700

**Designated groups are encouraged to apply (Youth, women, and People with disabilities)**

PSETA is a listed public entity, and all appointments are in line with employment equity legislation and practices. If you have not heard from us within two months after closing date, kindly accept that your application was unsuccessful. **PSETA reserves the right not to make an appointment.**



09 March 2023