

CITY OF JOHANNESBURG VACANCIES

026/2018

PERMANENT POSITIONS

Department: Group Information Communication Technology & Information Management
Branch: Application Development & Support

Technical Specialist: Billing & Sundries**Educational Requirements and Experience**

- Relevant IT qualification (NQF Level 7) and minimum 3 years' experience.
- Relevant SAP Functional Certification from SAP Woodmead.
- At least two (2) years' experience in a support environment ideally within SAP.
- Complete understanding of the SAP functionality.
- SAP R/3 ISU (all modules) training knowledge, in-depth understanding, and experience are essential. Specific areas of interest are SAP R/3 (ISU & Billing Sundries, Rates & Taxes, Clearances, FI-CA, Credit, Cash Receipting and Waste Management). SAP Basis and other modules or cross application knowledge and experience will be advantageous.
- Business expert in the specific area.
- Business process re-engineering skills.
- Escalation/change control process knowledge.
- Application and configuration skills.
- Knowledge of the Fault Logging System.
- Communication and interpersonal relation skills.
- Understanding Council financial legislation, regulations & procedures.
- Complete understanding of the business process as well as the SAP Solution including the integration touch points between the different SAP Functional Modules.
- Ability to design the best solution to meet business requirements without compromising the system controls.

COMPETENCIES**1. Dynamical**

- o Independent and self-reliant; conveys a realistic confidence in own ability to select appropriate courses of action and in likely success of own initiatives; able to stand ground in face of opposition.
- o Makes an immediate positive impression on others.
- o Enthusiastic and committed.
- o Proactive and self-starting.
- o Able to influence attitudes and opinions of others and gain agreement to proposals, plans and ideas; skillful at negotiations.

2. Business Awareness

- o Attuned to internal changing business environment and alert to changing dynamics within organization; forges links with other departments and establishes useful support networks.
- o Knowledgeable about financial and commercial matters; focuses on costs, profits, markets, new business opportunities and activities which will bring the largest return.
- o Has knowledge and experience of a range of different functions; takes account of all the different functions in developing strategy and plans.
- o Comes up with new and imaginative ideas; identifies fresh approaches; breaks away from tradition.

3. Interpersonal

- o Shows consideration, concern and respect for other people's feelings; demonstrates interest in others' opinions; is tolerant of differing needs and viewpoints.
- o Able to establish and maintain relationships with people at all levels; puts others at ease; promotes harmony and consensus through diplomatic handling of disagreements and potential conflict.
- o Adaptable; respective to new ideas; willing and able to adjust to changing demands and circumstances.
- o Remains calm, objective and in control in stressful situations; maintains a stable performance under pressure; accepts criticism without becoming over defensive.
- o Resilient and preserving; continues to strive for a goal (as long as it is realistically attainable) even in the face of adversity; copes with disappointments and setbacks.

4. Analytical

- o Makes rational, realistic and sound decisions based on consideration of all the facts and alternatives available.
- o Seeks all possible relevant information for problem solving and decision making; consults widely, probes the facts, analyses issues from different perspectives.
- o Breaks problem into constituent parts and differentiates key elements from the irrelevant or trivial; makes accurate use of logic, and draws sound inferences from information available.

5. Operational

- o Committed to the achievement and maintenance of quality; sets high standards of performance for self and others.
- o Concerned to provide a prompt, efficient and personalized service to clients; goes out of way to ensure that individual customer needs are met.

Job Description:

To provide specialized technical services and to monitor, diagnose and treat technical issues on SAP ISU Billing & Sundries system in line with CCOE Operating Model.

Contact Person: Sedick Hendricks
E-Mail: allocated per position as per below
Tel No: (011) 407 6767
Workplace: 222 Smit Street, Braamfontein

Department: Group Information Communication Technology & Information Management
Branch: Application Development & Support

Technical Specialist: Credit Management**Educational Requirements and Experience**

- Relevant IT qualification (NQF Level 7) and minimum 3 years' experience.
- Relevant SAP Functional Certification from SAP Woodmead.
- At least two (2) years' experience in a support environment ideally within SAP.
- Complete understanding of the SAP functionality.
- SAP R/3 ISU (all modules) training knowledge, in-depth understanding, and experience are essential. Specific areas of interest are SAP R/3 (ISU & Billing Sundries, Rates & Taxes, Clearances, FI-CA, Credit, Cash Receipting and Waste Management).
- Business expert in the specific area.
- Business process re-engineering skills.
- Escalation/change control process knowledge.
- Application and configuration skills.
- Knowledge of the Fault Logging System.
- Communication and interpersonal relation skills.
- Understanding Council financial legislation, regulations & procedures.
- Complete understanding of the business process as well as the SAP Solution including the integration touch points between the different SAP Functional Modules.
- Ability to design the best solution to meet business requirements without compromising the system controls.

COMPETENCIES**1. Dynamical**

- o Independent and self-reliant; conveys a realistic confidence in own ability to select appropriate courses of action and in likely success of own initiatives; able to stand ground in face of opposition.
- o Makes an immediate positive impression on others.
- o Enthusiastic and committed.
- o Proactive and self-starting.
- o Able to influence attitudes and opinions of others and gain agreement to proposals, plans and ideas; skillful at negotiations.

2. Business Awareness

- o Attuned to internal changing business environment and alert to changing dynamics within organization; forges links with other departments and establishes useful support networks.
- o Knowledgeable about financial and commercial matters; focuses on costs, profits, markets, new business opportunities and activities which will bring the largest return.
- o Has knowledge and experience of a range of different functions; takes account of all the different functions in developing strategy and plans.
- o Comes up with new and imaginative ideas; identifies fresh approaches; breaks away from tradition.

3. Interpersonal

- o Shows consideration, concern and respect for other people's feelings; demonstrates interest in others' opinions; is tolerant of differing needs and viewpoints.
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5. Operational

- o Committed to the achievement and maintenance of quality; sets high standards of performance for self and others.
- o Concerned to provide a prompt, efficient and personalized service to clients; goes out of way to ensure that individual customer needs are met.

Job Description:

To provide specialized technical services and to monitor, diagnose and treat technical issues on SAP ISU Credit management system in line with CCOE Operating Model.

Contact Person: Sedick Hendricks
E-Mail: allocated per position as per below
Tel No: (011) 407 6767
Workplace: 222 Smit Street, Braamfontein

Department: Group Information Communication Technology & Information Management
Branch: Application Development & Support

Technical Specialist: CIC (CRM4)**Educational Requirements and Experience**

- Relevant IT qualification (NQF Level 7) and minimum 3 years' experience.
- Relevant SAP Functional Certification from SAP Woodmead.
- At least two (2) years' experience in a support environment ideally within SAP.
- Complete understanding of the SAP functionality.
- SAP R/3 ISU (all modules) training knowledge, in-depth understanding, and experience are essential. Specific areas of interest are SAP R/3 (CRM, CIC CRM4 Functional System and CRM7).
- Business expert in the specific area.
- Business process re-engineering skills.
- Escalation/change control process knowledge.
- Application and configuration skills.
- Knowledge of the Fault Logging System.
- Communication and interpersonal relation skills.
- Understanding Council financial legislation, regulations & procedures.
- Complete understanding of the business process as well as the SAP Solution including the integration touch points between the different SAP Functional Modules.
- Ability to design the best solution to meet business requirements without compromising the system controls.

COMPETENCIES**1. Dynamical**

- o Independent and self-reliant; conveys a realistic confidence in own ability to select appropriate courses of action and in likely success of own initiatives; able to stand ground in face of opposition.
- o Makes an immediate positive impression on others.
- o Enthusiastic and committed.
- o Proactive and self-starting.
- o Able to influence attitudes and opinions of others and gain agreement to proposals, plans and ideas; skillful at negotiations.

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- o Has knowledge and experience of a range of different functions; takes account of all the different functions in developing strategy and plans.
- o Comes up with new and imaginative ideas; identifies fresh approaches; breaks away from tradition.

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5. Operational

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- o Concerned to provide a prompt, efficient and personalized service to clients; goes out of way to ensure that individual customer needs are met.

Job Description:

To provide specialized technical services and to monitor, diagnose and treat technical issues on SAP CRM Functional system in line with CCOE Operating Model.

Contact Person: Sedick Hendricks
E-Mail: allocated per position as per below
Tel No: (011) 407 6767
Workplace: 222 Smit Street, Braamfontein

Department: Group Information Communication Technology & Information Management
Branch: Application Development & Support

Technical Specialist: Device and Works Management**Educational Requirements and Experience**

- Relevant IT qualification (NQF Level 7) and minimum 3 years' experience.
- Relevant SAP Functional Certification from SAP Woodmead.
- At least two (2) years' experience in a support environment ideally within SAP.
- Complete understanding of the SAP functionality.
- SAP R/3 ISU (all modules) training knowledge, in-depth understanding, and experience are essential. Specific areas of interest are SAP R/3 (ISU Device, Works and Energy management).
- Business expert in the specific area.
- Business process re-engineering skills.
- Escalation/change control process knowledge.
- Application and configuration skills.
- Knowledge of the Fault Logging System.
- Communication and interpersonal relation skills.
- Understanding Council financial legislation, regulations & procedures.
- Complete understanding of the business process as well as the SAP Solution including the integration touch points between the different SAP Functional Modules.
- Ability to design the best solution to meet business requirements without compromising the system controls.

COMPETENCIES**1. Dynamical**

- o Independent and self-reliant; conveys a realistic confidence in own ability to select appropriate courses of action and in likely success of own initiatives; able to stand ground in face of opposition.
- o Makes an immediate positive impression on others.
- o Enthusiastic and committed.
- o Proactive and self-starting.
- o Able to influence attitudes and opinions of others and gain agreement to proposals, plans and ideas; skillful at negotiations.

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- o Knowledgeable about financial and commercial matters; focuses on costs, profits, markets, new business opportunities and activities which will bring the largest return.
- o Has knowledge and experience of a range of different functions; takes account of all the different functions in developing strategy and plans.
- o Comes up with new and imaginative ideas; identifies fresh approaches; breaks away from tradition.

3. Interpersonal

- o Shows consideration, concern and respect for other people's feelings; demonstrates interest in others' opinions; is tolerant of differing needs and viewpoints.
- o Able to establish and maintain relationships with people at all levels; puts others at ease; promotes harmony and consensus through diplomatic handling of disagreements and potential conflict.
- o Adaptable; respective to new ideas; willing and able to adjust to changing demands and circumstances.
- o Remains calm, objective and in control in stressful situations; maintains a stable performance under pressure; accepts criticism without becoming over defensive.
- o Resilient and preserving; continues to strive for a goal (as long as it is realistically attainable) even in the face of adversity; copes with disappointments and setbacks.

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- o Seeks all possible relevant information for problem solving and decision making; consults widely, probes the facts, analyses issues from different perspectives.
- o Breaks problem into constituent parts and differentiates key elements from the irrelevant or trivial; makes accurate use of logic, and draws sound inferences from information available.

5. Operational

- o Committed to the achievement and maintenance of quality; sets high standards of performance for self and others.
- o Concerned to provide a prompt, efficient and personalized service to clients; goes out of way to ensure that individual customer needs are met.

Job Description:

To provide specialized technical services and to monitor, diagnose and treat technical issues on SAP ISU Device Management system in line with CCOE Operating Model.

Contact Person: Sedick Hendricks
E-Mail: allocated per position as per below
Tel No: (011) 407 6767
Workplace: 222 Smit Street, Braamfontein

These are employment equity targeted positions and preference will be given to EE targeted groups including people with disabilities.

Closing date: 05 June 2018

The City of Johannesburg is an equal opportunity employer and reserves the right not to make an appointment. Appointment will be made in accordance with the COJ's EE Policy. An application letter together with a comprehensive CV must be forwarded to the contact details as mentioned above. Applications must contain at least 3 referees. If you have not heard from us within 6 weeks of the closing date, please consider your application unsuccessful.

