



Road Traffic
Management Corporation

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South Africa

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Postal Address
Private Bag X147
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The Road Traffic Management Corporation (RTMC)
is an Agency of The Department of Transport and a
Member of the United Nations Road Safety Collaboration

Senior Business Application Support Engineer

Ref No. RTMC/RMI/SBASE/2020

Package: Negotiable

Purpose: The Senior Business Applications Support Engineer is responsible for ensuring that all internal business applications are improved, enhanced and working optimally.

Requirements: •Matric Certificate (NQF Level 4) •Degree in Information Technology or Equivalent. •Certification in A + (Essential) •Certification in Oracle EBS System Administrator (Essential) •Certification in Oracle EBS Workflow Administrator (Essential) •Certification in Enterprise level Call Logging system certification (Essential) •Certification in Network +, Linux +, MCSE (Advantage) •5 - 7 Years' experience in IT Systems Administration.

The successful candidate must have the following attributes and competencies:

- Accountability and ethical conduct
- Quality oriented
- Judgment
- Deadline-orientated
- Analytical ability
- Task oriented
- Results Driven
- Organisational values and quality
- Professionalism
- Attention to Detail
- Confidentiality
- Integrity

Duties: •Identify potential changes to SLA's with suppliers •Liaise on a regular basis with all stakeholders and suppliers and ensure that relationships are maintained •Promote open communication to the Operations and Business Systems team to ensure problems are addressed timeously and effectively •Investigate problems and find suitable solutions •Take the appropriate actions and implement/address with teams/individuals •Ensure that customer complaints are dealt with and resolved within all set RTMC policies and procedures •Ensure that all service providers follow set RTMC policies and procedures •Ensure compliance with all legislative and regulative requirements •Deliver optimal customer service to internal and external customers •Deal with customer complaints quickly and effectively •Ensure regular communication with customers •Assess customer and business process requirement •Conduct research to identify new improved applications and end-user hardware to be used



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The Department of Transport



Board of Directors: Mr Z Majavu CD(SA) (Chairman), Ms P Manqele, Ms T Mdlulwa, Mr T Kgomo, Prof. M Mphahlele, Ms T Thankge, Dr E Thebe, Adv. J Makgatho*

Chief Executive Officer: Advocate MS Msibi

Company Secretary: Ms S Petse

*Departmental Representative

within the RTMC •Evaluate the functionality of new applications and hardware •Recommend new improved applications and end-user hardware with budget implications •Plan for the implementation of new approved applications and end-user hardware •Install and configure of new approved applications and end-user hardware •Monitor installed applications and draw relevant performance reports •Compile statistical reports •Create and develop access protocols and procedures •Ensure that access protocols and procedures are implemented and complied with •Develop training material for new applications •Provide new application training to users •Develop documentation and work instructions for the installation and maintenance of new applications and systems •Conduct computer audits to ensure a secure processing environment that protects the integrity and availability of information •Compile audit reports for review and actioning •Engage with service providers and proposed providers regarding assistance for solutions •Involved in the compilation and implementation of SLA's •Remain up to date with relevant market trends and incorporate information into your work to add value

To apply please submit a letter of application (no prescribed template), accompanied by a recent Curriculum Vitae as well as certified copies of qualifications, identity document and driving license. **Applications must be forwarded via email to: rtmc@miltonresourcing.co.za. Candidates are requested to clearly indicate the reference number for the position they are applying for on the email. Candidates should also note that detailed information on the jobs is available on the RTMC website under vacancies.**

NB: Persons with disabilities are encouraged to apply

The RTMC reserves the right not to make an appointment. Due to the large number of applications we envisage receiving, applications will not be acknowledged. If you have not received any response from us within 3 months, please consider your application unsuccessful.

Enquiries: Ms. N Thobela (012) 999 5200

Closing date: 10 November 2020 at 16:30

NB: No late applications will be accepted.



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A handwritten signature in black ink, appearing to read 'N. Thobela'.