



The South African Health Products Regulatory Authority (SAHPRA) is the National Medicines Regulatory Authority established in terms of the *Medicines and Related Substances Act, . 101 of 1965*, as amended, to provide for the monitoring, evaluation, regulation, investigation, inspection, registration and control of medicines, scheduled substances, clinical trials and medical devices, and related matters in the public interest.

**APPLICATIONS SUPPORT SPECIALIST X 2 (36 months fixed term contract)**

**SALARY LEVEL 10: R778 447.00 – R838 601.00 per annum (Total cost to company)**

**Ref No.: SAHPRA 16/2025**

**CENTRE: Pretoria**

**REQUIREMENTS:** Applicants must be in possession of a Matric certificate and Bachelor’s degree in Information Technology, Software Engineering or Bachelor’s degree in a healthcare field with related ICT applications experience. Professional registration not required but certification will be advantageous.

**Other Requirements**

**Familiarity with application development and support methodologies:**

Certifications that may be advantageous - ITIL Foundation Certification. Microsoft Certified: Azure Fundamentals or Microsoft Certified: Azure Administrator Associate. AWS Certified Cloud Practitioner or AWS Certified Solutions Architect – Associate. Certified ScrumMaster (CSM). CompTIA A+, Zend Certified Engineer (for PHP developers), Oracle Certified Associate (OCA) or Oracle Certified Professional (OCP).

**Demonstrate familiarity with best practice:**

Agile Methodology, DevOps Practices, Change Management, Service Level Agreements (SLAs), User Experience (UX) Principles, Database Management Systems (DBMS), Incident Management Standards (e.g., ISO 20000), Application Lifecycle Management (ALM).

**EXPERIENCE:** A minimum of 2-3 years in application support roles or in an Applications Business Super User role.

**COMPETENCIES, KNOWLEDGE AND SKILLS:** \* Application lifecycle management and troubleshooting, \* Proficient in application support and troubleshooting methodologies. \*Familiarity with various programming languages and database management. \*Strong analytical and problem-solving skills. \*Excellent communication and customer service skills. \*Ability to work collaboratively in a team environment. \* Customer-oriented, adaptable and team player.

**DUTIES:** \*Provide technical support for users experiencing application issues (first and second level support). \*Monitor application performance and troubleshoot problems. \*Collaborate with development teams to implement application updates and enhancements. \* Maintain documentation for system configurations, processes, and procedures. \* Train users on application features and functionality. \*Assist in the deployment of new applications and upgrades. \* Prepare and analyse application performance reports.

**INSTRUCTIONS TO APPLICANTS (HOW TO APPLY):**

- Interested persons who meet the above-stated requirements should submit their application, clearly state the position name and post reference number, including a signed cover letter, clearly state the position name and post reference number, detailed Curriculum Vitae (CV) with the names and email addresses of three (3) referees, copies of required qualifications (including matric) and Identity Document. ONLY shortlisted candidates will be required to submit certified copies of qualifications and other related documents on or before the day of the interview following communication from Human Resources.
- Should you be in a possession of foreign qualification, your application must be accompanied by an evaluation certificate (report) from the South African Qualifications Authority (SAQA).
- Incomplete applications or applications without the aforementioned documents or information will not be considered.
- No late applications will be accepted. Any submissions received after the specified date and time will not be considered, and CVs will not be returned.
- Due to the larger number of responses anticipated, communication will be limited to short-listed candidates only. Applicants who have not been contacted within three (3) months after the closing date should consider their application was unsuccessful.

- Shortlisted candidates will be expected to attend selection interviews at a date, time, and location as specified by SAHPRA.
- Applicants should note that pre-suitability checks will be conducted after they have been shortlisted. Their appointment is subject to positive outcomes from these checks, which include security clearance, verification of qualifications, criminal records, credit checks, citizenship status, and work experience.
- SAHPRA is committed to being an equal opportunity employer. When filling vacant positions, the entity will consider the principles outlined in Section 195(1)(i) of the Constitution of the Republic of South Africa, 108 of 1996, the Employment Equity Act, 55 of 1998. Applicants with disabilities are encouraged to apply and indicate their disability status, which will be appreciated.
- SAHPRA reserves the right not to make any appointment(s) to the advertised post(s).
- SAHPRA adheres to the provisions of the Protection of Personal Information Act (POPIA), 4 of 2013. CVs will not be returned, as the personal information you provide will be used solely for recruitment purposes, specifically for the position or vacancy you have applied for. If your application is unsuccessful, your personal information will be retained for internal audit purposes.
- Applications should be submitted through the SAHPRA Website Online Portal: <https://www.sahpra.org.za> – About Us – Vacancies.
- **For enquiries:** Please contact Mr Itumeleng Mosenyi, HR Business Partner, via email at [itumeleng.mosenyi@sahpra.org.za](mailto:itumeleng.mosenyi@sahpra.org.za). **NOTE: APPLICATIONS SUBMITTED TO THIS EMAIL ADDRESS WILL NOT BE CONSIDERED AS PART OF THE RECRUITMENT PROCESS.**
- **The closing date is 15 April 2025 at 16:00.**