



**APPLICATION SUPPORT ANALYST:C4
INFORMATION TECHNOLOGY DIVISION
(6 MONTHS CONTRACT)**

**ITHALA SOC LIMITED
DURBAN HEAD OFFICE
REFERENCE NUMBER: BN24022**

An exceptional opportunity awaits a dynamic individual with the right qualification and experience to assume the position of a APPLICATION SUPPORT ANALYST.

The responsibilities for the successful candidate will be to:

- Provide application support by resolving End-User queries in the Bank Master system (AS400).
- Provide application support by resolving End-User queries in the Orbital system (Client Screening and Anti-money Laundering).
- Provide application support by resolving End-User queries in the CCAM (Credit Collection and Arrears Management) systems.
- Assist End-Users by resolving all queries in the Bank Master system (AS400) including canceling 32-day notices, changing product types, changing insurance policy information, inter-account transfers etc.
- Support and assist End-Users with executing Start-of-day and End-of-day processes.
- Document and maintain documentation of all the relevant processes and procedures.
- Execute the relevant Month-end functions on the Bank Master system (AS400).

The following minimum requirements must be met to be considered for this position:

- Grade 12/ Matric.
- Bachelor's degree in IT or Business System
- A sound knowledge of Ithala Bank Master system(AS400).
- A sound knowledge of computerized systems including MS Office suite.
- Must be willing to work under pressure.
- Good time management skills.
- Knowledge of Ithala Banking environment.
- Good communication skills.
- Good understanding of fundamental accounting principles
- Analytical skills including data analysis.
- Planning and Time management skills
- Self-motivated, hardworking and reliable person.
- Problem-solving skills.
- Diplomacy, approachable, dependable and ability to work independently and with a team.
- High level of integrity and result oriented.

In this position you will be required to work a five and a half-day week, with longer working hours during pay days. All Short-listed applicants will be subjected to assessments, references, and credit checks.

ITHALA EMBRACES THE PRINCIPLES OF THE EMPLOYMENT EQUITY ACT.

CLOSING DATE: 04 JUNE 2024



INTERESTED APPLICANTS MUST FORWARD A DETAILED CV; CERTIFIED COPIES OF QUALIFICATIONS AND ID DOCUMENT BY E-MAIL TO: HR_recruitment3@myithala.co.za

KINDLY ALSO INCLUDE A MOTIVATION OF HOW YOU MEET EACH OF THE ENTRY REQUIREMENTS LISTED ABOVE AND QUOTE THE REFERENCE NUMBER FOR THE POSITION.

PLEASE NOTE:

- LATE APPLICATIONS AND APPLICATIONS WITH NO REFERENCE NUMBER WILL NOT BE CONSIDERED.
- E-MAIL USERS ARE REQUESTED TO SET THE DELIVERY OPTION ON BOTH "RETURN RECEIPT" AND "CONFIRM DELIVERY".
- CORRESPONDENCE WILL BE LIMITED TO SHORT-LISTED CANDIDATES.
- ALL SHORT-LISTED APPLICANTS WILL BE SUBJECTED TO ASSESSMENTS, REFERENCE AND CREDIT CHECKS.
- IF YOU HAVE NOT BEEN CONTACTED WITHIN 1 MONTH OF CLOSING DATE OF THE ADVERTISEMENT, PLEASE ACCEPT THAT YOUR APPLICATION HAS BEEN UNSUCCESSFUL.
- PERSONAL INFORMATION THAT IS COLLECTED IS PROCESSED LAWFULLY IN TERMS OF POPIA.