Durban University of Technology (DUT) is located on the warm east coast of South Africa. It sprawls over seven (7) campuses in tropical and picturesque Durban, and in Pietermaritzburg, with its undulating hills that flow over from the Drakensberg Mountain.

According to our *ENVISION2030* strategy, DUT's DNA has two strands, namely *'people-centred and engaged'* and *'innovative and entrepreneurial'*. These are interwoven intrinsically by a number of double pairs consisting of *'values and principles'* that bind our double-helix together. The extrinsic expression of our DNA is via *The DUT-Way*; which demonstrates our collective character and behaviour.

The University's ultimate goal is to contribute towards improving the lives and livelihoods of all its people, both internal and external. DUT consistently strives towards excellence and greatness in teaching-learning and in research-innovation; something that has been recognized recently when *The Times Higher Education's World University Rankings* placed DUT within the top 500 of universities in the world and within the top 5 universities in South Africa. The enactment of these internationally recognized strengths is demonstrated in our impactful engagement internally and externally in service of our localities, the region and the country at large.

ICTS: Enterprise IT Infrastructure & Operations

Post: ERP Specialist (Ref: C539)

Minimum Requirements:

- An NQF Level 7 qualification in Information Technology, or Computer Science, or Software development. An equivalent qualification in ICT systems will be considered.
- 3 years' experience as an ERP Specialist
- 2 years' experience in business analysis
- In-depth knowledge of ERP development tools
- coding languages, and business processes.
- Excellent analytical and problem-solving skills.
- Business and needs analysis.
- Certification in ERP systems and applications.

Summary of Duties:

- Receive a request for functionality and analyse to determine the type of requirement.
- Schedule a meeting/workshop to compile the business needs.
- Facilitate the meeting/workshop in accordance with the business requirements inclusive of all relevant role players.
- Analyse the impact of the possible implementation of functionality to ensure that system inter-dependence is considered.

- Check the current status of systems, applications, licenses and skills to determine future requirements in terms of scalability and capacity.
- Monitor the systems to determine the performance statistics.
- Analyse the future requirements to determine capacity requirements.
- Distribute the approved optimisation plan to the relevant role players for implementation purposes.
- Implement the optimisation plan to ensure optimal performance.
- Receive and analyse a request for the development of script to determine the nature of the functionality.
- Liase with the users to determine the exact needs and to compile a first draft URS.
- Conduct an impact study to determine the possible effect on the current- and associated systems.
- Test the script to ensure that it conforms to the functional specification.
- Receive and analyse a request to determine the nature and extent of the support to be provided.
- Escalate the problem to the best possible person for resolution.
- Ensure that escalated problems are resolved within the allocated time frame.
- Submit the resolution document to the document management system for future reference purposes.
- Provide feedback to the relevant role players.
- Receive and analyse a request for the development of functionality to determine the nature of the functionality.
- Obtain approval for the development of the functionality and the necessary acquisitions.
- Modify the functionality where necessary taking into consideration the impact on the system.
- ERP solution installation is required in accordance with upgrades on the current systems.
- Receive a request for the installation of applications and systems and analyse to determine the nature and extent of the installation.
- Submit the necessary change requests for the installation/implementation indicating actions and dates.
- Supervise/conduct the installation/implementation process in accordance with the implementation plan.
- A request to conduct business analysis is received and is analysed to determine the nature and extent of the analysis.
- The goals and purpose of the business analysis are defined.
- A project is launched for the implementation of the business case.

Salary: Market related

Contact Person: Miss. BZ Ngcobo
Email Address: HCSRecruitment@dut.ac.za
Status of Position: Permanent

Please complete an **official application for employment form** and send a d**etailed CV**, **copies of ID, qualifications** and **a covering letter** with the **exact name of the post you are applying for** to: HCSRecruitment@dut.ac.za

Kindly note:
Communication will be entered into with short-listed candidates only. Only applications made on our application for employment form would be considered.

Closing date: 21 April 2023 @ 16:00pm

"While DUT strives for equal opportunities, preference will be given to suitable candidates in terms of the University's equity policy" The University reserves the right NOT to make an appointment.