



Manager: Applications

Status: Permanent

Location: Nelspruit

Grade: D3

Reporting line: Chief Information Officer (CIO)

Role Mandate

The Manager: Applications is responsible for the end-to-end management, stability, optimisation, and strategic alignment of the organisation's business application landscape. The role ensures that applications effectively support business processes, deliver value, remain secure & compliant, and are supported through appropriate vendor partnerships. It requires strong hands-on capability in application reporting, data interrogation, and automation to ensure accurate, timely information and reduced dependency on vendors, in a complex application environment. The Manager: Applications acts as the key interface between business stakeholders, ICT operations & application vendors to ensure reliable, cost-effective, and fit-for-purpose application services.

Key Accountabilities

Application Portfolio & Business Requirements Management

- Effective translation of business needs into functional specifications
- Ensure alignment of application portfolio to the ICT strategy, ICT Roadmap and conformance with ISO 2700, COBIT & ITIL principles
- Improved stakeholder satisfaction with application functionality and usability
- Ensure compliance with ICT Change Management policies / procedures
- Establish a sustainable applications reporting and data capability, including automation of key operational and management reports, to improve accuracy, timeliness, and control
- Key Outcomes:
 - Develop and implement a data management strategy
 - Application portfolio rationalised, prioritised, and aligned to business value
 - Clear, documented business and system requirements for new or enhanced applications

Application Delivery, Integration & Data Support

- Successful delivery of application enhancements and integrations via vendors.
- Identify & source the resources required to deliver application development and integration projects
- Manage all stages (planning, estimation, execution) of individual application development & integration projects to ensure business requirements, technical, financial and quality targets are met
- Contribute to the improvement of application usability/adoption by ensuring the development of use cases, interactions & interfaces that take into account the user experience and business requirements
- Ability to independently interrogate application data (e.g. via SQL or reporting tools) to validate system outputs, resolve discrepancies, and support decision-making
- Develop systems development life cycle (SDLC) methodology and procedures
- Key outcomes:
 - Accurate, timely operational and management reports produced directly from core applications and databases
 - Stable and reliable integration between core systems (e.g. ERP and Operations systems)
 - Reduced dependency on vendors and third parties for routine reporting, data analysis, and operational insights
 - Increased automation of recurring reports and controls to improve reliability and reduce manual effort

Application Testing, Support & Service Continuity

- Own & assure end-to-end application testing (environments, standards, UAT, and quality outcomes) across all ICT changes
- Drive continuous improvement of the applications support and testing operating model, including transitioning support into ICT
- Plan for and manage business application enhancements (minor work that are related to work-around for faults, modifications to configuration, data manipulation or small customisations), ensuring that all requests for change are prioritised and delivered to agreed targets
- Manage the installation, configuration, upgrade, administration, monitoring and maintenance of applications and related databases
- Key outcomes:
 - Timely resolution of application-related issues
 - Reduced application incidents and recurring defects

Supplier / Vendor Management

- Undertake analysis and research into suppliers, products and external services and make recommendation to the CIO
- Ensure specifications for RFQs, tenders are developed and procure suppliers in line with the Company's Supply Chain Management processes
- Negotiate supplier SLA's, conduct regular vendor/supplier performance reviews and issue resolution
- Key outcomes:
 - Strong working relationships with strategic application partners
 - Vendors delivering in line with SLAs, contracts, and agreed outcomes
 - Controlled scope changes and avoidance of cost overruns

Financial & Risk Management

- Prepare operational budget (in line with ICT Strategy & Roadmap) for the ICT Applications department for recommendation and approval; Approve expenditure in line with Delegation of Authority
- Manage expenditure and report on variances monthly and implement mitigating actions for over-expenditure
- Contribute to the development of strategic and operational risk register of ICT; Implement mitigation action to manage risks
- Provide inputs to the development of the Disaster Recovery Plan and Business Continuity Plan
- Key outcomes:
 - Application spend managed within approved budget
 - Accurate forecasting & cost optimisation initiatives implemented
 - Key application risks identified, assessed, and mitigated
 - Reduced audit findings related to applications, data, or controls

People and Stakeholder Management

- Lead, develop, and manage the Applications team and associated resources to ensure effective delivery and support of business applications
- Build a business-facing, high-performance culture aligned to organisational objectives, service excellence, and continuous improvement.
- Measure & produce monthly reports on ICT applications operational performance
- Effective implementation of Human Capital policies & procedures
- Key outcomes:
 - Improved collaboration between ICT and business units
 - Knowledge transfer from vendors to internal team
 - Effective succession & skills development within the team
 - Capable, motivated applications team with clear roles and accountability

Minimum Requirements

- A Bachelor's degree in Information Technology / Information Science / Computer Science (NQF 7)
- Business Systems Knowledge
- Certification or formal training in data analysis, business intelligence, or reporting tools (e.g. SQL, Power BI, SAP/JDE/Sage reporting, or equivalent)
- Certification in Project Management will be an added advantage
- Relevant ICT or application management certifications (e.g. ITIL, TOGAF, ERP certifications) will be an added advantage
- ITIL qualification will be an added advantage
- ERP or enterprise application certification with a strong reporting and data component will be an added advantage
- A minimum of 3 – 5 years' experience in business applications with at least three years in a management role
- Sound working knowledge and experience managing enterprise applications (e.g. ERP, business systems, integrations) through the full SDLC
- Proven experience working in complex, integrated application environments where accurate reporting is critical
- Demonstrated experience in application-level reporting, data interrogation, and analysis (e.g. SQL queries, ERP reporting tools, BI tools) to support operations & management decision-making
- Experience in Sage X3 & Forestry applications will be an added advantage
- Project Management principles will be an added advantage
- Advanced system analysis methods, practises & principles will be an added advantage
- Systems design, development, implementation and user support principles & practises will be an added advantage
- Valid driver's license

Leadership

- Self-Awareness
- Leading Others
- Driving Change
- Commercial Insight
- Risk-Awareness & Governance-Orientated Mindset
- Ability to Operate at Strategic & Operational Levels

Behavioural

- Planning & Organising
- Analytical
- Problem Analysis & Solving
- Attention to Detail
- Communication & Stakeholder Management
- Risk Management
- Project & Portfolio Management

Technical

- Business Process Management & Design
- Systems Design
- User Support
- Database Management
- Information Management Troubleshooting
- System analysis (methods)
- Cost Modelling (principles)

SAFCOL Group is an equal opportunity company with the focus on gender equality and people with disabilities.

Employment Equity will be taken into consideration in terms of all appointments within SAFCOL.

By submitting your CV to SAFCOL, you hereby give permission to circulate your information to the interview panel members for this vacancy only. Your information will not be used for any other role/purpose and will be disregarded after an offer has been made.

Interested qualified individuals can e-mail a concise CV and must submit relevant copies of qualifications in confidence to:

Ms. Sandra van der Walt, Human Capital Practitioner, sandrarecruitment@safcol.co.za (contact number 082 079 1092)

Closing Date: 5 February 2026

Should you not have received a response within 30 days of the closing date, please consider your application unsuccessful.