



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)

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Interested qualified individuals can e-mail a concise CV & must submit relevant copies of qualifications in confidence to: **Ms. Sandra van der Walt, HC Practitioner, sandrarecruitment@safcol.co.za**
(contact number 082 079 1092)

Closing date: 8 May 2026

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