

Position Title:	Application Manager
Position reports to:	Line Manager
Direct Reports:	N/A
Office Location:	Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

Adapt IT is looking for a skilled and experienced Application Manager for Adapt IT's key group applications (ERP, HCM and CRM). The Applications Manager would be responsible for establishing best practices required to managing, supporting and improving applications throughout their lifecycle.

This role supports and maintains key group operational applications and as well as helps in the designing, testing and improving the quality of these applications. The Applications Manager will be the custodian of application knowledge and therefore plays an active part in driving the full application management ITIL process (Gather requirements, Design, Build, Implement, Operate & Optimize).

PRIMARY RESPONSIBILITIES FOR THE ROLE

- **Technical Architecture**
Engaging various internal and external stakeholders, build applications that are well-designed, resilient, and cost-effective; and document these requirements, maintaining integration and data flow documentation.
- **Organisation Relevance**
Ensuring that the organization has the required capabilities to achieve its business objectives, and all projects are aligned to the Organisation's Group System objectives.
- **Project Management**
facilitates and co-ordinates information sharing, communication, change management, projecting and resource gap analysis for internal and external stakeholders.
- **Training and Documentation**
both Business and Technical skills are represented and maintained; as well as integrations and platforms.
- **Operations support**
daily activities technical and IT operations support inclusive of Incident and Problem Management, diagnosing and resolving any technical failures that may occur (Application Manager is there to support because AM has expert knowledge in the area of applications used, including integrations).
- **Improvement**
focus on continuous improvement identifying improvement initiatives.
- **Corporate standards (Governance)**
implementation and adherence to Adapt IT's Group Corporate Standards spanning IT, HR and Finance (e.g. Information Security, Technologies, Change Control, Supplier SLAs)

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Diploma/Degree relevant to the field
- Matric certificate
- Any short courses related

Contact Person: [Mandy Barret](#)

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