User Support Analyst

Ref No. RTMC/RTIT/USA/2026

Salary Package: Market Related

Position: **User Support Analyst**

Business Unit: **Road Traffic Information and Technology**

Location: **Centurion**

Job Purpose: **The User Support Analyst is responsible for the analysis and support of NaTIS software application incidents and data fix requests.**

KEY JOB RESPONSIBILITIES:

- Must perform Software user support.
- Ensure that the user log the call.
- Investigate, analyse and resolve system issues logged by users on instruction from the Team Leader: User Support.
- Analyse the issue mentioned in the call.
- Assist the user with the issue – resolve the call telephonically or create scripts for the issue.
- Develop comprehensive database scripts based on assistance from the Senior Analyst: User Support.
- Submit the script to a team member in Road Traffic Management Systems for review and approval.
- Run the approved script and provide feedback to the user, the Senior Analyst: User Support and the Team Leader: User Support.
- Test proposed solutions to confirm resolution.
- Ensure that the resolution of the call is logged.
- Assist the Senior Analyst: User Support and the Team Leader: User Support with monitoring compliance with Service Level Agreement.
- Assist in the identification of possible end-user training needs.
- Provide training needs to the Team Leader: User Support.
- Give telephonic support to end users.
- Document repeated calls to identify trends.
- Compile weekly statistical reports and submit to the Team Leader: User Support Quality assure team members' scripts.
- To build value adding relationships with stakeholders.
- To deliver, monitor and continuously improve customer service.

- To continuously develop own personal expertise and drive personal growth.

QUALIFICATIONS AND EXPERIENCE:

- Matric (NQF Level 4) as essential)
- Diploma in SQL (NQF Level 5) / 12 Months certificate as essential.
- 3 - 4 years working experience in Road Traffic Systems.
- Understanding Of Software Development Methodology like Waterfall and Agile.

KEY ATTRIBUTES AND COMPETENCIES:

- Accountability and ethical conduct.
- Quality and deadline oriented.
- Judgment and analytical ability.

HOW TO APPLY:

- Submit a letter of application (no prescribed template), accompanied by a recent Curriculum Vitae
- Applications must be forwarded via email to: rtitrecruitment@rtmc.co.za
- Candidates are requested to clearly indicate the reference number for the position they are applying for in the email.

- The closing date is **13 March 2026 *at 16:30 pm***–and no late applications will be accepted.

NB: Persons with disabilities are encouraged to apply.

The RTMC reserves the right not to make an appointment. Due to the large number of applications, we envisage receiving, applications will not be acknowledged. If you have not received any response from us within 3 months, please consider your application unsuccessful.

Inquiries: Human Capital at (012) 999 5425