

INTERNAL ADVERTISEMENT

A vacancy exists for a Field Technician in Cape Town.

Accountable for the general maintenance and service of the ATMs by keeping it clean, packing the cassettes to ensure that assigned machines keep to uptime targets.

The responsibilities of the position include:

- Maintain and improve ATM uptime
 - Timeous attendance to callout calls
 - Timeous repairs of ATM's in the designated areas
 - Weekly servicing of low performing sites
 - First time resolution on callout sites no repeat calls
- Ensure quality of new switch-on's
 - Programming and configuring of new sites within the prescribed SLA's
 - Conduct client training
- Stock management
 - Ensure optimum boot stock
 - Book in faulty parts and replace with fixed parts
 - Ensure backup parts are available and in good working order at all times
- Admin
 - Complete all job cards timeously
 - Complete down time report monthly
 - Complete monthly stock take report and submitted before the end of each month
 - Ensure open tickets are managed at a minimum
- Comply with assigned project deadlines according to SLA per project
- Follow Field Policy and Procedures in regards to vehicle usage, cellphone usage, petrol card and Tools of trade

In order to be considered for the position, the following requirements must be met:

- Matric or NTC 3 Electronics Certificate
- A+/N+ Diplomas/certificates or ND Electronics
- Currently working on MS Office (Excel and Outlook)
- Must have a valid driver's license
- Field Support with a minimum of 2 years on the job driving experience
- Min 1 to 2 years of electronic and/or mechanical experience (printer repairs, dispensers, photocopiers etc.
- Electronic component testing
- Ability to work over weekends, standby and overtime
- English Written and verbal proficient
- Min 1 year Customer Service experience
- Excellent clear and comprehensible communication skills
- Previous experience in training customers on new products

- Experience and or ability to learn new applications quickly – industry software and handheld applications
- Comfortable to work in rural and remote areas
- Able to work extended hours and perform weekend duties when required
- Regional Support - Ability to work and stay in remote areas for periods of up to a week
- *For internal candidates, references will be obtained from your current manager*

Behavioral Competencies:

- Planning & Organising
- Communication & Impact
- Customer Focus
- Problem-solving
- Initiating Action
- Contributing to Team Success
- Work Standards
- Passion & Attitude
- Continuous Learning
- Industry and Business Knowledge
- Driving for Results
- Adaptability
- Coping with stress / change