

## INTERNAL ADVERTISEMENT

A vacancy exists for a Field Technician in Durban.

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

**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