



## INTERNAL ADVERTISEMENT

A vacancy exists within ATM Solutions for a Field Technician in Vryburg.

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 of 96.5% for CIT sites and 88% for Merchant sites
  - 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 3 days of the SLA's
  - Conduct client training
- Time management
  - Adhering to working hours, including weekend duty hours
  - Liaising with dispatching team in arranging for CIT crew site meetings
- Maintain tools of trade
  - Ensure your vehicle is clean at all times and compliance with vehicle reward incentive rules
  - Maintain company standard in regards to your tool bag, cellphone, laptop, GPS etc.
- Stock management
  - Ensure optimum boot stock
  - Book in faulty parts and replace with fixed parts
  - Ensure backup dispensers 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 Fiserv tickets are managed at a minimum
- Comply with assigned project deadlines according to SLA per project (EMV project priority)



- 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, photo copiers etc.
- Electronic component testing
- Ability to work over weekends, standby and overtime from time to time
- 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 (Fiserv, Mobile at Work)
- Comfortable to work in rural and remote areas as well as work with an armed CIT guard at all times
- 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:**

- Excellent Planning and Organising Skills
- Ability to work independently
- Good time management skills
- High levels of trust in the work environment
- Excellent administrative skills
- Team player
- Ability to handle stress