



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