

## **TECHNICAL SUPPORT CONSULTANT**

Spark ATM Systems is SA's premier independent ATM deployer, selling and installing convenience ATM's into retail, leisure and hospitality locations countrywide.

We are looking for a willing and able candidate in Cape Town, with good technical knowledge, to provide support to our network of client ATMs.

### **THE SUCCESSFUL CANDIDATE WILL BE REQUIRED TO:**

- Monitoring connectivity of ATM's to the host and resolving all terminal status issues and/or errors
- Inbound customer care – technical ATM matters; billing and rebate queries, documentation and consumables
- Outbound customer care – refill ATMs, diagnose and fix problems over the phone, CRM calls, pre and post installation calls for ATM & signage installation
- Site Documentation flow – managing site file from application through to post installation
- Client data/deal/service/installation capturing
- Resolving issues telephonically with clients
- Liaising with, and despatching technicians to sites
- Handling Saswich Queries raised by customers / issuing banks
- Operations Management – managing technician's time, installations, service calls, preventative maintenance, parts supply and courier of ATMs
- Troubleshooting and resolving when systems are down / problematic
- On-call cycle on weekends / public holidays or weekend shift work.
- Management of projects – software upgrades, receipt printer graphics and ad screens
- Monitoring of critical/suspect sites and ensuring they are actioned timeously
- Logging all inbound and outbound calls on ATM Manager Software
- Following up and actioning all Open events timeously
- Raising events for matters that require a site visit
- Managing relationships and dealing with 3rd party service providers
- Ensuring constant revision and refining of processes and procedures
- Reporting of data and deliverables on a timely basis

### **REQUIREMENTS FOR THE POSITION INCLUDE:**

- Experience in an EFT (/ EFT switching) contact/call centre
- Technical qualification and know-how
- Proficiency in MS office
- A great attitude
- Be bilingual (English /Afrikaans)
- Flexibility to work shifts and weekends

- Be a great problem solver

Interested parties should submit a concise CV (including 2 references) together with a covering letter outlining why you feel you are suited to this position. Please indicate your current CTC package and quote reference TSCEXE0112.

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