

## betterlife

BY SARAH-JANE BOSCH

# MISTER FIX-IT

**THIS ATM TECHNICIAN** installs and repairs specialist auto teller machines

**H**E'S always liked fiddling with machines and getting things to work so it's fitting that Dalton Jacobs installs, services and repairs ATMs.

Dalton (40) works for Spark ATM Systems in Cape Town and his babies are the smaller ATMs that are found in shops and shopping centres.

A trained office-machine technician, Dalton changed tack four years ago when he answered an advertisement for an ATM technician. He's never looked back.

"I use many of the same skills as in my previous job, but the daily routines are much more varied and I get to travel as well," he says.

The ATMs are imported from Korea and are smaller than ones used by banks. "The different models weigh between 95 and 135 kg, so two technicians can easily move them around on trolleys when they are being installed," he explains.

For the job you need a strong technical background, he says. "In addition to electrical and mechanical skills, you need electronics and computer programming skills, as all the settings are programmed in the workshop."

When Dalton first started at Spark ATM Systems he was the only technician and there was only one kind of ATM. "Now we have many technicians in most of the major centres and we install a range of ATMs countrywide."

Dalton usually installs one machine a day. His day starts in

the workshop where he programmes the machine. After that he goes to the site with a colleague and sets it up. "Then we put up the signage, train the client to operate the machine and iron out any problems."

Clients contact the company if the machines need attention but most problems can be solved over the phone.

The company provides ATMs to other African countries too, so Dalton gets to travel often. "It's one of the best parts of the job. I've been all over South Africa and to Uganda too. And I've been to Korea several times for training projects."

As he's up for a promotion he'll be doing more training and managing than installing in the near future. All in all, he's in his element.

### What I wear

I dress casually – jeans and trainers with company T-shirts and jackets.

### Best part of the job?

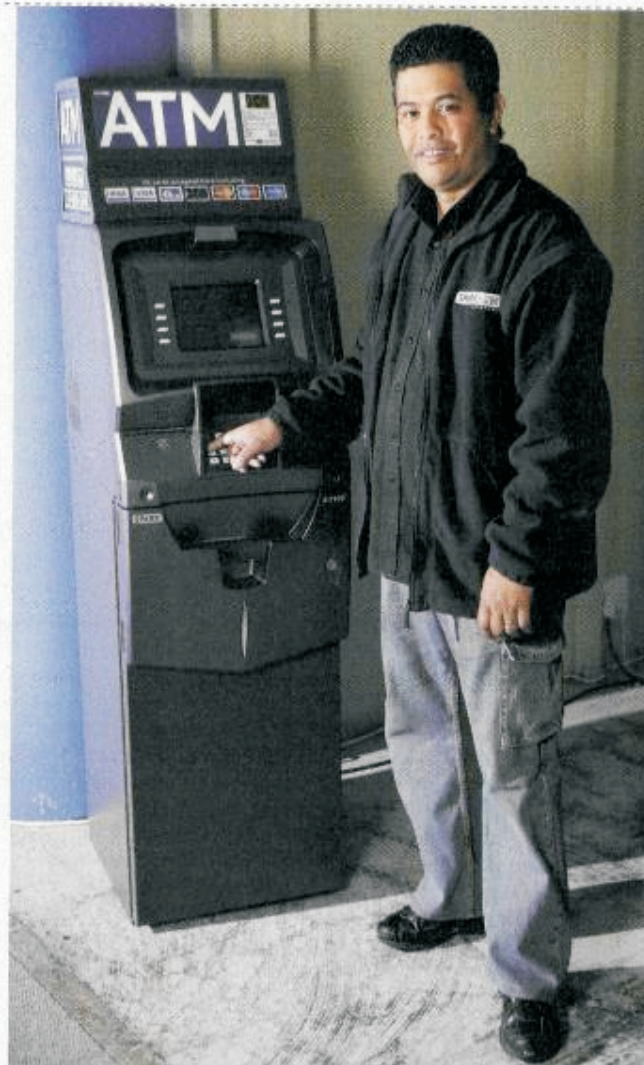
I love the travelling. When I started working here the furthest I had been from Cape Town was Mossel Bay.

### How do you relax?

By listening to music.

### Hobbies

I used to be a part-time DJ and I still enjoy producing my own tracks. I also love playing computer games.



## MAKING THE MOST OF MY NATURAL TALENT

### HOW I BECAME A TECHNICIAN

I grew up in Woodstock, Cape Town, and went to school at Holy Cross Primary and Trafalgar High School.

After school I started working at Nashua in Cape Town as an office machine technician, repairing fax machines and photocopiers.

During my 12 years with the company I did various courses. I spent the last three years training new technicians.

In 2006 I changed careers and joined my present company as an ATM technician. I received training in Korea as the machines we install are made there.

### HIGHLIGHTS

The many opportunities to travel around the country.

### CHALLENGES

Having to learn about ATMs from scratch when I first joined the company. Now the challenge is keeping up with new technology and learning management skills.

### PITFALLS

As long as you keep ahead of the pack there aren't really any pitfalls.

## CAREER FACTS

### QUALITIES NEEDED

You need good technical and above-average communication skills.

### QUALIFICATIONS

You can do a technical qualification such as an eight-day Comptia A+ diploma (R5600) at Dynamix Learning Solutions, which has campuses in Joburg and Cape Town. FET colleges and private computer training institutions such as Intec also offer suitable training. Course prices range from R4 000 to about R8 000, depending on the college and the course. Make sure your training course is certified by Microsoft and the Isett Seta (Information Systems, Electronics and Telecommunications Technology Sector Education and Training Authority). Bursaries and learnerships are available through the Isett Seta.

### CAREER PROSPECTS

There are many job opportunities for ATM technicians, with new ATMs constantly being installed all over SA and the rest of Africa.

### SALARY

Salaries range from R7 000 to R13 000 a month, depending on your level of experience.

### MORE INFO

Contact Dynamix Learning Solutions on 011-234-5555 or 021-914-2878 or log on to [www.dynamix.co.za](http://www.dynamix.co.za); Intec on 0860-103-347 or [IntecOnline@intec.edu.za](mailto:IntecOnline@intec.edu.za); Isett Seta learnership adviser Siyabonga Sebe on 011-207-2644, e-mail [siyabonga.sebe@isettseta.org.za](mailto:siyabonga.sebe@isettseta.org.za) or visit [www.isett.org.za](http://www.isett.org.za)

## Safety at work

Make sure you're well informed in case of an emergency



The safety risks of workers differ from one industry to another but most workers, whether they're office-bound or in a factory, face the risk of being caught in a burning building. Here are tips on what to do if it happens to you.

**Stay calm** if there is a fire or during a fire drill. You can't help yourself or your co-workers if you lose control.

**Be prepared.** Make sure you know where the emergency exits are on your floor and what the evacuation route is in case of a fire or emergency.

**Take the stairs.** Remember that you should never use the lift when a building is on fire.

**Pay attention.** During fire drills, don't fool around or follow the crowd aimlessly. Focus and take note of where you must go and what you must do.

**Help your co-workers.** If someone on your floor or a colleague who sits next to you is disabled, make sure you know how to help them get out of the building.

**Use the proper equipment.** If there's a fire extinguisher on your floor, make sure that you take the time to learn how to use it. When smoke is billowing around you, that's not the time to try to read the instructions.

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## ON THE WEB

For recruitment info and useful career management tools go to [www.careers24.com](http://www.careers24.com)