



MONEY MATTERS: Dalton Jacobs installs and maintains ATM machines in shops and shopping centres.

Putting ATMs close to you

What does your job entail? I'm responsible for repairing, installing and servicing bank auto-teller machines that are found in shops and shopping centres, rather than in banks.

Before an installation the machine is prepared in the workshop. We then take it out to the site and install it, train the merchant or whoever is going to be responsible for the machine, and we put up the signage.

There are a number of different types of ATM. The type we install is imported from Korea, which is smaller than the ones installed at the banks. The different models weigh from 95kg to 135kg, and two technicians can easily manoeuvre one around on a trolley.

All the settings are programmed in the workshop so in addition to being familiar with mechanical and electrical systems, ATM technicians need a wide range of computer and electronics skills. And because you meet a lot of different people in this job, you must be comfortable dealing with clients at all levels of society.

The company has grown rapidly in the past few years. When I started working here I was the only ATM technician. On average I installed 14 ATMS a week on my own, but now we have more technicians.

Average work day: Each technician usually installs one machine in a day, and each day starts in the workshop, setting up the machine to be installed that day. Once the programming has been done we go out to the site and talk to the clients

to find out where the machine must be installed. Once the installation has been carried out, we train the clients and iron out any problems.

When the machines need attention we find out from the clients what the problems are. Often these can be solved over the phone.

Best part of the job: I enjoy the travelling. When I started working here the furthest I had been from Cape Town was Mossel Bay. In the past four or five years I've been all over the country, to all the major centres and often travelling to out-of-the-way places.

Worst part of the job: There is nothing I don't like.

Why did you choose this career? I worked as an office machine technician for a number of years but I got bored with faxes and photocopiers. In this job I use many of the same skills, but the daily routines are much more varied.

What else would you have liked to do? I would enjoy any computer-related work.

Are you paid enough? My salary is above market-related salaries for this type of work.

Rate your work stress on a scale of 1 to 10: Between 4 and 6. When I started working here I was only responsible for myself, but now I am also responsible for the other technicians working here.

What do you do in your leisure time? Play computer games and listen to music.

Travel opportunities? Yes, I've been all over South Africa and other parts of Africa, including Uganda, and I have been to Korea several times for training projects.

Real jobs, real people



- **Today:** Dalton Jacobs
- **Job:** ATM technician
- **Qualifications:** Comptia and A+ diplomas
- **Place of work:** Spark ATM Systems

By Sarah-Jane Bosch

Every Monday Sarah-Jane Bosch interviews real people at work in Cape Town.

