

## Field Technician

<b>Position Title:</b>	Field Technician
<b>Position reports to</b>	National Field Manager and Ops Manager
<b>Direct Reports:</b>	None
<b>Office Location</b>	Adapt IT Linbro

## POSITION REQUIREMENTS

- Strong organizational and planning skills
- IT and installation knowledge and experience
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Timeous attendance to callout calls
- Strong organizational and planning skills
- Must be willing to be on standby on weekends and holidays
- Complete monthly stock take report and submitted before the end of each month
- Good time management skills
- Must be willing to be on standby on weekends and holidays
- Willing to Travel
- Valid Driver's License

## PRIMARY RESPONSIBILITIES FOR THE ROLE

### Repair Process

- Make sure spares units are available for Van stock
- Make sure all equipment we hold we create refurbished options
- Repair all out-of-warranty equipment
- Make sure warranty equipment is tested before creating a Job Card
- Make sure to troubleshoot and Log cases with our Suppliers
- Make sure to test all repaired equipment from Our suppliers
- Complete all Oracle hardware courses available and stay current with Oracle versions

### Refurbishment Process

- Meet with the Micros Hardware Manager to be briefed on any special requirements.
- Be able to liaise with Support Staff/ Projects Manager and manage the job assigned or any other dealings that the company deems fit.
- Field Technician must sign for all equipment
- Work with stock controllers and PM to complete Scheduled Refurbishments
- Field Technician will test all the equipment and submit the details to PM for quoting

### Support Assistance

- Micros Field Technician is required to support the products assigned to him/her.
- Clients on 'Stop Support' are not to be supported without authorization by Management.
- All support calls are to be logged on the in-house call logging system according to the Micros logging standards.
- Micros Field Technician is to be aware of escalation procedures as communicated from time to time. Escalation procedures may vary for corporate accounts.
- All logged calls are to be updated daily
- Ensure timely resolution or assignment of call within the Micros SLA commitments
- Be responsible for interaction with customers via email, telephone, fax, Bomgar, etc. Research and test problems to confirm, isolate and identify what caused the problem and solutions. When unable to resolve problems, escalate to the correct channels.
- Maintain all documentation required by Micros SA. Assist with implementing, testing and writing any documentation that may be required.
- Ensure that ALL equipment is checked in and out and properly maintained
- Make sure the support process is fully understood

### MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Grade 12 National Senior Certificate
- A+ N+ Server+ qualification advantageous
- Minimum 3 years' experience in Information Technology

### DESIRED SKILLS AND QUALITIES

- Technical ability
- Good problem-solving skills
- Technical ability on repairing electronics
- Good administration skills
- Attention to detail

Contact Person: [Nthabi Peloeahae](#)

[Apply Here:](#)

Vacancy Status: [Open](#)

In accordance with Adapt IT's Employment Equity plans and goals, preference will be given to suitable applicants from the designated groups as defined by the Employment Equity Act of 55 of 1998 and subsequent amendments thereto.