

Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

Careers @ Datacentrix

Job Title: MPS Support Engineer

Location: Cape Town

The Printer Support Engineer will be responsible for providing high-quality technical onsite support to our rapidly growing customer base, delivering solutions to both technical and non-technical end users while also supporting a wide range of printer technologies. The Printer Support Engineer needs to be proficient using technology and quick to learn new technologies as they become available.

Primary role accountabilities:

- Taking ownership of technical issues. (Calls Logged)
- Diagnose and resolve technical issues.
- Servicing multi-functional printing devices through both phone and hands-on support.
- Participation in providing training to customers as required.
- Provide Printer Hardware and Software support.

Critical requirements - skills, experience and qualifications:

- Matric or Grade 12 Essential
- A+ or N+ / MCSE or studying towards an IT Qualification.
- Troubleshooting printer issues, which requires knowledge of the inner workings of a multi-functional printers.
- Organizational skills, innovative and resourceful.
- Valid driver's license and own reliable vehicle essential
- Ability to recognize prioritize and critical customer requirements.
- Strong communication skills.
- Quick learner.
- Strong computer skills. (MS Office)
- Good interpersonal skills and positive attitude.
- Customer service experience with strong customer service skills.
- Organizational skills, innovative and resourceful.

Additional:

- Please note that further checks will be conducted once the candidates are shortlisted (i.e. SA fraud check; ID verification; academic verification; criminal check).
- Please ensure you provide an updated CV and updated certified qualifications including a certified copy of your ID.
- Appointment is subject to conclusion of positive outcomes on these checks

Contact

Christine Harper
Tel: +27 21 529 0700
Fax: +27 21 529 0710
Email: [Christine Harper](mailto:Christine.Harper@datacentrix.co.za)