

# Technicians

The Technician is responsible for performing service on Kyocera printers, multifunction equipment and software solutions, including providing technical support to all customers.

## **We look for individuals who have:**

- A Matric Certificate
- A minimum 3 years technical experience within the Office Automation Industry
- Experience with Kyocera products (an advantage)
- A+, N+ and/or PDI+ Qualification
- Valid SA Driving Licence and own vehicle
- Technical knowledge of Document Managed Solutions
- Skills in networking
- Understanding of MFP Connectivity

## **We look for individuals who are able to:**

- Implement, conduct and complete software installations in all common operating systems environment
- Diagnose hardware faults correctly
- Work with minimum supervision

## **An individual would be responsible for the following duties and responsibilities:**

### Field Service and Maintenance

- Provide hardware & software support to the client.
- Oversee the co-ordination of all scheduled and non-scheduled service activities, software upgrades / enhancements and technical support to reduce downtime and increase performance of all installed units.
- Ensure that records of servicing and maintenance activities are recorded and updated on the service system.

### Installation

- Install Kyocera products
- Provide assistance with pre-installation of equipment within the workshop environment.
- Ensure that all administration requirements are met, when products are installed at customers. i.e. certificate of acceptance.
- As required provide customer satisfaction follow ups at the various customer sites.

### Customer Relations

- Follow instructions to visits customer sites to ensure a positive customer experience for all Kyocera customers.
- Foster close relationships with the Sales department.
- Provide fast, effective and lasting solutions to all complaints that might arise.

### Customer Liaison

- Responsible for on-site interaction with our clients.
- Act as interface between KMSA and the customer, whilst on-site.
- Attend to any complex queries and ensure that the machines are repaired to product specification.
- Comply with customer health and safety procedures and regulations

If you meet these requirements and would like to be added to our database for future vacancies, send your CV to: [hr@kyoceramita.co.za](mailto:hr@kyoceramita.co.za)