

ATM MONITORING CONSULTANT – CAPE TOWN



Spark ATM Systems is South Africa's premier independent ATM deployer installing convenience ATM's into shopping centre, retail, petroleum, leisure and hospitality locations countrywide. The Company is owned by Cardtronics plc, the world's leading ATM deployer operational in 10 countries and listed on the Nasdaq Stock Exchange (CATM) in the USA.

The Company is experiencing significant growth and therefore seeks a client-focused and experienced ATM Monitoring Consultant to join our dynamic team of technical specialists. The incumbent will be based at the Company's head office in Paarden Eiland, Cape Town. The primary responsibility of the role involves delivering superior technical solutions and excellent customer service.

RESPONSIBILITIES:

- Monitor connectivity of ATM's to the host and resolve all terminal status issues and errors
- Resolve issues telephonically with clients
- Outbound customer care such as loading ATMs, diagnosing and fixing problems over the phone
- Inbound customer care such as technical ATM matters, billing and rebate queries, documentation and consumables
- Troubleshoot and resolve issues when systems are down or problematic
- Management of projects including software upgrades and receipt printer graphics
- Monitor critical sites and ensure they are actioned timeously
- Log all inbound and outbound calls on the in-house SparkManage software
- Follow up and action all open events timeously
- Raise events for matters that require a site visit
- Manage relationships and liaise with third party service providers
- Ensure constant revision and refining of processes and procedures
- Report on data and deliverables on a timely basis
- Be available for the on-call cycle on weekends, public holidays or weekend shift work

REQUIREMENTS:

- Grade 12
- Relevant technical qualification and technical know-how
- Minimum 3 years' contact centre experience in a support environment
- Experience in an ATM, payments or EFT switching contact centre is advantageous
- Proficiency in MS Office
- A great attitude and problem solving skills
- Be bilingual (English /Afrikaans) and have an excellent telephone manner
- Flexibility to work shifts and weekends

COMPETENCIES:

- Passion for excellence in all aspects of your career
- A polite but direct telephone manner
- A dynamic and energetic attitude
- Possess strong verbal and written communications skills
- Possess people skills and the ability to express yourself credibly to clients over the phone

- Ability to think-out-the-box and generate new ideas
- Be responsible, self-disciplined, reliable, systematic and have a high degree of personal integrity
- Be organized, motivated and able to manage your own time effectively
- Ability to perform under pressure

The company is offering a competitive salary and benefits, rewarding work environment and exciting career growth opportunities for the right candidate. Remuneration is negotiable depending on your skills and experience.

Interested parties should email a concise CV and covering letter, outlining why you feel that you are suited to the position, with the subject line: TSC0919 and your name to jobs@sparkatm.co.za.

If you do not hear from us within 14 days from date of application, please regard your application as unsuccessful. Only short-listed candidates will be contacted.

For more information visit www.sparkatm.co.za.