



ATM And POS Support Specialist - 1 Year Contract

Department: DEPARTMENT OF ICT

Location: Tanzania Head Office

Number of openings: 4

Job Purpose

Provide efficient, cost-effective, and proactive technical maintenance support to our ATMs (Automatic Teller machines) and POS (Point of Sales) to promote the service availability and uptime of our terminals.

Principle Responsibilities

- Provide effective Full support for all ATM & POS technical incidents to achieve ATM uptime of 99% and above consistently.
- Perform effective Preventive maintenance services to the assigned ATMs as per the planned schedule provided by the respective manager.
- Provide periodic training to ATM custodians on how to operate the ATMs correctly and efficiently, e.g. Cash replacement, operator control panel, clear note jams and recycle bins, replacement of consumables, etc.
- Provide support and training to merchants and POS agents that includes users' basic troubleshooting on operations and maintenance (power on / off, login / log-off, receipt printing, network connectivity etc.)
- Maintain the updated inventory of all ATMs and POS, including their location and status.
- Troubleshoot and resolve technical issues related to ATMs, including hardware and software problems as per the agreed service level standards.
- Conduct periodic audits to ensure compliance with security protocols and regulations as set by the Bank.

- Supervise and provide quality checks of the work conducted by third parties to ensure optimal service as per the agreed SLA's.
- Monitor and respond promptly to ATMs incidences and technical notifications within the agreed SLA's.
- Timely attend to the ATM health reports (list of ATMs that require attention) generated by Network Operations Centre (NOC).
- To attend 3rd level technical support (ATM / POS), closely follow-up all ATM & POS, System queries & incidents that cannot be resolved internally.
- Provide mandatory quarterly/periodic report of ATMs health check status and any other report required by the management.
- Provide support on any other assigned task by the supervisor relating to ATMs and POS operations.
- Align to Organizational values and standard of work as directed by the supervisor.

Qualifications Required

- Bachelor's degree in information systems (IS), Computer Science, Electrical Engineering, Electronics & Telecommunication Engineering, or related field.
- Minimum of 3 years' experience in the IT Industry with exposure of a minimum of 2 years in ATMs & POS support and operations.
- Certifications in CISCO/MSCA WINDOW 10 will be an added advantage.
- Knowledge of Microsoft Windows PC Operating system version 10 & 11.
- Experience in supporting NCR and GRG ATMs. · NCR ATM certification will be an added advantage.
- Technical knowledge of ATMs hardware and software maintenance and operations.
- Technical Knowledge of POS terminal troubleshooting and maintenance.

Deadline: 2024-10-13

Employment Terms: CONTRACT

Contract Duration: 1 YEARS

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