

DAISY BUSINESS SOLUTIONS

Field Service Technician

Bethlehem, Free State · Permanent · Office Automation / Technical

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POSITION

Bethlehem
LOCATION

**Office
Automation**
DIVISION

Immediate
START

About the Role

We're looking for a hands-on Field Service Technician to join our Office Automation team in Bethlehem, Free State. You'll be the person our clients rely on when their copiers and printers need attention — servicing, repairing and maintaining devices onsite, and keeping their businesses running with minimal downtime.

This is a field-based role for a self-driven technician who enjoys solving problems independently. You'll cover multiple client sites across the region, resolve hardware, software, firmware and general IT faults, and balance scheduled preventative maintenance with reactive breakdown calls — all within SLA. We're looking to fill this position as soon as possible.

Own Your Territory

Work independently across client sites in the Bethlehem area, managing your own schedule, stock and service calls.

Broaden Your Skills

Go beyond copiers and printers — networking, software and firmware troubleshooting are all part of the job.

Permanent & Stable

A permanent position with an established business solutions provider and a clear technical career path.

What You'll Do

- Service and repair client devices onsite, with a strong focus on copiers and printers
- Diagnose and resolve hardware, software, firmware and general IT-related faults
- Perform preventative maintenance (PM) services to reduce client downtime and ensure calls are completed within SLA
- Balance scheduled preventative maintenance with reactive breakdown calls across multiple client sites
- Manage your boot stock of toners and spares, submitting accurate job sheets monthly
- Log and update jobs accurately using the Tech Connect mobile app

What You'll Bring

Experience

- Minimum 2 years' experience in the office automation industry
- Previous field service experience
- Experience on high-volume devices is advantageous
- An understanding of networking and software, as this forms part of the role

Skills & Competencies

- Strong troubleshooting ability across hardware, software and firmware
- Able to work from manuals and technical documentation, particularly in low-connectivity areas
- Good communication skills with both clients and management
- Strong time management and the ability to work independently with minimal on-site support

Qualifications

- Minimum Grade 12 (Matric)
- Valid driver's licence

This is a field-based role — travel to client sites is required.

Success in Your First 6 Months

- You are confidently servicing and repairing the full range of client devices in your area
- Service and breakdown calls are consistently completed within SLA
- Preventative maintenance schedules are on track while reactive calls are handled efficiently
- Boot stock is well managed and monthly job sheets are submitted accurately and on time
- Every job is logged and updated correctly on Tech Connect, and clients see you as a reliable point of contact

Your Career Path

1. Field Service Technician → **2.** Senior Field Service Technician → **3.** Technical Specialist → **4.** Field Services Team Lead

Life at Daisy

At Daisy Business Solutions, our technical teams are the backbone of the service our clients count on. We value people who take ownership, solve problems and look after clients as if they were their own. Join a team where reliable work is recognised and where you can keep building your technical expertise as you grow with us.

Role Details

Job Title	Field Service Technician
Division	Office Automation / Technical
Location	Bethlehem, Free State
Reports To	Technical Manager
Employment Type	Permanent
Number of Positions	1
Salary	Market related — competitive and commensurate with experience
HR Contact	hr-gp@daisy.co.za 011 244 5000

Ready to Apply?

Send your CV to hr-gp@daisy.co.za or call 011 244 5000.

Daisy Business Solutions is an equal opportunity employer.

