

DAISY BUSINESS SOLUTIONS

IT Field Service Engineer

Johannesburg & Pretoria, Gauteng · Permanent · Technical — Field Service

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POSITION

Field-Based

JHB & PTA

Field Service

DIVISION

Provided

COMPANY VEHICLE

About the Role

Daisy Business Solutions is looking for a hands-on IT Field Service Engineer to keep our customers' technology running at its best. Based in the field across Johannesburg and Pretoria, you'll install, configure and troubleshoot the hardware, software and networks that businesses depend on every day — from servers and workstations to routers, switches and LAN/WAN infrastructure.

This is a role for a technically confident, customer-focused engineer who can work independently, think clearly under pressure and resolve issues right the first time. You'll work alongside network architects, system administrators and security professionals on complex projects, respond to critical outages, and play a key part in mentoring and upskilling junior engineers.

No Two Days the Same

Hands-on work across a wide variety of customer environments and sites throughout Gauteng.

A Broad Technology Mix

Servers, workstations, Windows and Linux, peripherals, routers, switches and LAN/WAN networks.

Grow and Lead

Collaborate with architects, sysadmins and security specialists — and mentor the next generation of engineers.

What You'll Do

- Install, configure and troubleshoot hardware — servers, workstations, routers, switches and peripherals — at customer sites
- Install and update software applications and operating systems for customers
- Diagnose and resolve hardware and software faults on-site, responding to service requests and supporting users with IT-related problems
- Set up, maintain and troubleshoot LAN/WAN networks, resolving connectivity issues and optimising performance
- Test and quality-check IT systems, and replace and configure faulty hardware components
- Create and maintain network documentation (diagrams, configurations and SOPs), along with accurate site and network credentials
- Respond to emergency calls and critical outages as part of on-call support
- Work closely with network architects, system administrators and security teams, and mentor junior engineers

What You'll Bring

Experience

- 2–5+ years' hands-on experience in IT support, field service or technical roles

- 2–5 years' experience in the office automation industry
- Proven experience with on-site hardware and software installation, network setup, troubleshooting and customer-facing support

Skills & Competencies

- Strong knowledge of computer hardware, including servers, workstations, peripherals, routers and switches
- Installing, configuring and troubleshooting operating systems (Windows, Linux) and software applications
- Network setup, maintenance and troubleshooting — LAN/WAN, connectivity and performance optimisation
- Familiarity with diagnostic tools, testing procedures and basic IT security practices
- Excellent problem-solving and critical-thinking abilities
- Strong customer service orientation, with clear verbal and written communication
- Able to work independently, manage priorities and adapt to varied environments
- Physically able to lift equipment (20–50 kg) and perform manual hardware work
- Willing to take part in on-call and emergency response, and to travel frequently

Qualifications

- Grade 12 (minimum)
- A Diploma or Bachelor's degree in IT, Computer Science, Electrical/Electronic Engineering or a related field is advantageous
- Valid driver's licence

A valid driver's licence is required — a company vehicle is provided. This role involves frequent travel to customer sites and branch offices across Gauteng, plus on-call and emergency response.

Success in Your First 6 Months

- You're confidently handling on-site installations, configurations and fault resolution across our customer base
- Service requests are resolved efficiently, with customers receiving a professional, reliable experience every visit
- Network documentation, diagrams, SOPs and site credentials for your sites are accurate and up to date
- You're a dependable part of the on-call rotation, responding quickly and effectively to critical outages
- You're working well with architects, sysadmins and security teams, and supporting junior engineers' development

Your Career Path

1. IT Field Service Engineer → 2. Senior Field Service Engineer → 3. Specialist / Lead Engineer
→ 4. Field Services Team Lead

Life at Daisy

At Daisy Business Solutions, our technical teams are the backbone of the service we deliver. You'll join a professional, supportive team that values expertise, reliability and ownership — where good work is recognised and there's real room to grow your skills, take on more complex projects and step into leadership over time.

Role Details

Job Title	IT Field Service Engineer
Division	Technical — Field Service
Location	Johannesburg & Pretoria, Gauteng (field-based)
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.