

PBX Technical Assistant

Vaal · Permanent · Technical Division

40+

YEARS SERVING SA

56

BRANCHES NATIONWIDE

1

OPEN POSITION

ABOUT THE ROLE

Daisy Business Solutions is looking for a motivated PBX Technical Assistant to join our Technical team in Vaal. Working alongside our senior technicians, you'll support the installation, maintenance, and repair of PBX systems and related infrastructure at client sites — learning the trade hands-on while contributing to successful, reliable deployments.

This is an excellent entry point for someone with a genuine technical aptitude and the drive to build a career in telecommunications. You bring willingness to learn and a reliable, professional approach; we provide the training, mentoring, and a clear pathway to grow.

WHAT YOU'LL DO

- Assist senior technicians with the installation, maintenance, and repair of PBX systems and related infrastructure at client sites.
- Support cabling installation, equipment mounting, and system setup to ensure successful deployments.
- Assist with basic system configuration, including extensions, voicemail, call forwarding, and other PBX features.
- Help identify, troubleshoot, and report faults relating to PBX systems, connectivity, and cabling infrastructure.
- Maintain accurate records of installations, service activities, inventory, and technical documentation.
- Provide basic customer support and accompany senior technicians to on-site installations, maintenance visits, and service callouts.

WHAT YOU'LL BRING

EXPERIENCE

- 2–3 years' experience in a telecommunications, PBX, networking, cabling, or technical support environment.
- Practical experience with basic tools, cable installation, equipment setup, and fault reporting is beneficial.

SKILLS & COMPETENCIES

- Basic understanding of PBX systems, telecommunications, networking, or structured cabling.
- Strong technical aptitude and a genuine willingness to learn new systems, tools, and technologies.
- Good problem-solving and troubleshooting skills.
- Ability to follow instructions and work effectively under the guidance of senior technicians.
- Ability to work independently as well as part of a team.

QUALIFICATIONS

- Grade 12 / Matric (essential).
- Valid South African driver's licence (essential).
- Travel to client sites is required for this role.

SUCCESS IN YOUR FIRST 6 MONTHS

- A good working understanding of PBX systems, cabling standards, and basic troubleshooting procedures.
- Assigned installation and support tasks completed accurately, safely, and within required timeframes.
- Positive working relationships with customers and team members through professional, reliable service.
- Initiative in learning technical skills and clear progression toward handling more complex tasks independently.

YOUR CAREER PATH

1. PBX Technical Assistant → 2. PBX Technician → 3. Senior PBX / VoIP Technician → 4. Field Services Team Lead

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.