

PBX Technician

Vaal · Permanent · Technical Division

40+

YEARS SERVING SA

56

BRANCHES NATIONWIDE

1

OPEN POSITION

ABOUT THE ROLE

Daisy Business Solutions is seeking a skilled PBX Technician to join our Technical team in Vaal. In this field-based role, you will install, configure, and maintain PBX/PABX and VoIP telephone systems at client sites, resolving telephony, networking, and connectivity faults while delivering the reliable, professional service our customers depend on.

This is a hands-on technical position ideal for a diagnostically-minded engineer who takes pride in getting systems working right the first time and communicating clearly with both customers and internal teams.

WHAT YOU'LL DO

- Attend client sites to install, configure, and maintain PBX/PABX and VoIP telephone systems.
- Troubleshoot and resolve faults across telephony systems, network connectivity, SIP trunks, and cabling infrastructure.
- Conduct site surveys and assess client requirements before installations and upgrades.
- Configure and support voice and data networks, including routers, Wi-Fi devices, fibre, LTE, and VoIP services.
- Provide client training and system handovers on completion, ensuring customer satisfaction.
- Complete service reports, update job records, and communicate progress and findings to the Service Coordinator.

WHAT YOU'LL BRING

EXPERIENCE

- 2–3 years' hands-on experience installing, programming, maintaining, and troubleshooting PABX systems.
- Proven experience with Yeastar and Samsung PBX platforms — configuration, fault-finding, and user setup.
- Experience with VoIP technologies, SIP trunks, IP PBX systems, and voice/data network integration.
- Working knowledge of networking infrastructure, routers, fibre, LTE, Wi-Fi, and structured cabling installations.
- Experience providing on-site technical support and managing customer installations and service calls independently.

SKILLS & COMPETENCIES

- Strong technical knowledge of PABX/PBX systems, particularly Yeastar and Samsung platforms.
- Proficiency in VoIP, SIP trunking, IP PBX configuration, and voice/data network integration.
- Solid networking skills across routers, Wi-Fi, fibre, LTE, and connectivity troubleshooting.
- Voice and data cabling installation, testing, and fault finding.
- Strong diagnostic and problem-solving ability; excellent customer service and communication skills.
- Ability to work independently, manage multiple tasks, and prioritise workload effectively.

QUALIFICATIONS

- Grade 12 / Matric (essential).
- Valid South African driver's licence (essential).
- Relevant certification or qualification in Telecommunications, Networking, IT, or a related technical field (advantageous).
- Travel to client sites is required for this role.

SUCCESS IN YOUR FIRST 6 MONTHS

- Fully competent and confident installing, configuring, and supporting Daisy's PBX, VoIP, and connectivity solutions.
- Strong technical knowledge of the company's products, systems, and customer environments.
- Positive working relationships with customers and internal teams, built on reliable service delivery.

YOUR CAREER PATH

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

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.