



## NCR Field Technician

Our Client, goPoint Ltd., is Bermuda's exclusive NCR reseller for the hospitality, retail and financial sectors. They are seeking an NCR Field Technician to be responsible for troubleshooting, repairing, and installing Point-of-Sales (POS) systems equipment at customer locations and visiting current customers on a weekly basis to identify needs/upsell new solutions.

This is a full-time, hands-on, position requiring a superior ability to identify and remedy POS hardware/software issues and drive service success to improve customer satisfaction, maximize customer retention, and increase profitability. The selected candidate may be required to work on weekends, outside normal work hours and on public holidays as business demands.

### Responsibilities will include:

- The sale of new products to deepen NCR solutions to drive revenue from current customers.
- Providing software and service support during field visits with customers.
- Working with a ticketing system to manage workflows.
- Managing on site installation, repair, maintenance and testing.
- Diagnosing errors or technical issues, providing workarounds.
- Producing timely and detailed service reports to the General Manager.
- Documenting processes in the customer database.
- Following all company's filed procedures and protocols.
- Contributing to the team culture by sharing technical information across the organization.
- Comprehending customer requirements and making appropriate recommendations.
- Building and maintaining positive, long-lasting, relationships with customers.

### Ideal Candidate Requirements:

- At least three years installing, servicing, and troubleshooting NCR products with technical experience in at least two of the following applications - ATMs, Counterpoint, Encore/ISS45, Aloha, or Self-Service.
- Must be keen, highly proactive, engaged and motivated, with hands-on, customer focused approach.
- An NCR Certification is not essential but would be preferred.
- Availability to work flexible shifts with the ability to adapt to changing schedules is a must.

## Island Employment Partners Ltd.

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This is a rare opportunity to join a market leader!

For more information, or to confidentially apply, please contact:

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Closing Date:  
September 18, 2021

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