

Technical Support - RSA After hours

Our Business

Inrange® was founded by a group of highly respected South African engineers who used their expertise in the world of radar and radio telescopes to develop the most advanced, accurate and reliable golf tracking system in the world.

Beyond its advanced hardware, the company is focused on providing the best user experience possible through its interactive app and in-bay displays. The goal when developing the system was to provide golf's newcomers an experience that would leave them hungry for more, while giving serious players a focused way to improve their handicap with every session. This is achieved through a variety of fun games enjoyable for all skill levels.

We are part of a larger family of companies within the Alphawave group, based in Technopark, Stellenbosch, South Africa and London, UK.

The Position

As a support technician, you will be monitoring and maintaining the computer systems and networks for our Inrange sites Worldwide in a technical support role. If there are any issues or upgrades required, such as machines going offline, network and internet issues or software upgrades, you will be the first line support.

Tasks may include assisting ranges, virtually replacing touchscreens and configuring Inrange software and other computer systems, diagnosing what could possibly be wrong, problem-solving technical problems, over the phone or through video calls and afterwards loading issues onto our helpdesk platform.

Our clients rely on Inrange running efficiently with maximum uptime and minimum time taken to resolve any issues. Your role as first line technical support is vital to ensure the operational efficiency of our client sites.

The role is an out of office hours and weekends job only.



Job Objectives

Responsibilities include.

- Working with clients/colleagues to identify technical problems and advising on the solution.
- Logging and keeping records of client/colleague queries.
- Updating our online support documents so colleagues can troubleshoot any problems.
- Testing and fixing faulty equipment through basic troubleshooting

Day to day duties

- Dealing with daily customer issues appropriately.
- Working out of office hours daily and minimum of two weekends a month.

Qualifications and Skills

Requirements

- Good grades in English, Math and IT or Science.
- Minimum of 2-3 years working experience
- An additional computing course: BTEC, National Certificate, Diploma or equivalent
- Independent problem solver and analytical thinker
- Perseverance
- Ability to work under pressure.
- Dependable, responsible and collaborative
- Supportive Team Player
- Fast learner
- Self-driven
- Self-motivated and able to demonstrate initiative.
- Excellent communication skills
- The ability to explain your approach and the process you follow.
- Excitement about technology

Technical Experience

We are looking for candidates that have experience in the

following: Position Competencies



- Good understanding and being comfortable working on computers (Windows, Linux & Android operating system, Google)

Beneficial Technical Experience

- General understanding of network environments (WAN/LAN)
- A good understanding of network infrastructure
 - Switches
 - Routers
 - Cabling
 - UPS
 - Wifi AP's
- Computer hardware
 - Troubleshooting

Non-Technical Skills

- Able to work well in a team as well as individually.
- Able to accurately plan and prioritize work.
- Excited about learning, pushing technical limits and finding new solutions.
- Good analytical and problem-solving skills
- Being able to communicate with clients in a professional manner.
- Have a good understanding of golf and can communicate well about it.

Nice-to-haves

- Worked in a technical support environment before.
- Being involved in testing scenarios for software before release.
- Is a keen golfer.

Fine Print

- We would like the successful candidate to start working asap.
- Travel to local and international sites may be required on an ad hoc basis!
- Permanent role with a competitive package
- Apply at cstuart@inrangegolf.com

Once we receive your application, we will strive to review it within a few days. If you meet the minimum requirements, we may contact you to set up a first interview.

