



REMOTE TECHNICAL SUPPORT

Position: Remote Technician
Reporting Line: Remote Support Technician

Join Our Team at FS Systems - We Protect Lives and Assets through Technology!

FS Systems has been on a journey for more than 50 years to protect lives and assets through cutting-edge fire and enterprise security technology. We're looking for a dynamic and passionate DSC Remote Support Agent to join us on this journey. If you're someone who thrives in a challenging, fast-paced environment and wants to be part of a company that values innovation, integrity, and excellence, then this is the role for you.

Who We Are

At FS Systems, we specialize in providing end-to-end Life Safety and Electronic Security Solutions for commercial clients. Our services include the design, installation, and maintenance of Life Safety Systems and Electronic Security Systems across Southern Africa. We pride ourselves on our commitment to innovation, excellence, and delivering top-tier solutions to our clients.

Why FS Systems?

Innovative Environment: Work with the latest technology in security and life safety systems and be at the forefront of innovation in our industry.

Growth Opportunities: We believe in nurturing talent and providing opportunities for personal and professional growth within a supportive team environment.

Team Collaboration: Be part of a team that values collaboration, integrity, and a commitment to delivering top-notch service to our clients.

Results-Oriented Business: At FS Systems, we believe that with autonomy comes the responsibility of delivering results. You will have the freedom to manage your tasks, but with that freedom comes the expectation to consistently achieve excellence.

Purpose of this Role

The Remote Technical Support plays a critical role in ensuring the seamless operation, maintenance, and support of our cloud-based systems and services. You will collaborate with clients and internal teams to support, maintenance, and optimization of our electronic security systems and services, including Access Control, CCTV, and related infrastructure.

Key Responsibilities

Infrastructure Management

Monitor cloud performance, identify bottlenecks, and recommend optimization strategies.

Implement and maintain security measures to safeguard data and systems.

Remote Technical Support:

Respond promptly to client inquiries and technical issues via remote communication channels.

Provide step-by-step guidance to clients for system configurations, software installations, and troubleshooting.

Incident Resolution:

Investigate and resolve incidents within defined service level agreements (SLAs), minimizing downtime and disruption for clients.

Escalate complex issues to higher-level support when necessary, ensuring effective issue resolution.

Documentation:

Create detailed technical documentation for client configurations, troubleshooting steps, and best practices.

Maintain a comprehensive knowledge base with articles and solutions for common issues, facilitating efficient support.

Collaboration and Communication:

Clearly communicate technical information to both technical and non-technical clients, fostering a strong client relationship.

Problem Solving:

Analyze system logs, performance metrics, and error messages to identify root causes of technical issues.

Develop innovative solutions and workarounds for complex problems to minimize client impact.

Training and Guidance:

Provide training sessions and workshops for clients to help them understand and effectively use cloud services.

Offer proactive guidance on best practices, cost optimization, and cloud resource management.

Client Relationship Management:

Build and maintain strong relationships with clients, understanding their business objectives and technical requirements.

Proactively communicate with clients to provide updates, gather feedback, and ensure overall satisfaction.

Minimum Requirements (What We Need from You)

- Proven experience in cloud support, remote technical support, or electronic security system maintenance roles.
- Hands-on experience with Access Control and Surveillance systems (e.g., Gallagher, Impro, Avigilon), including peripherals (e.g., biometrics, gate motors, turnstiles, and booms).
- Experience with control room system setup and ongoing technical support is advantageous.
- Strong ability to diagnose, resolve, and maintain both software and hardware components of electronic security systems.
- Willingness to perform on-site maintenance and optimization at showcase locations as needed (e.g., Cape Town and Stellenbosch).

Qualifications

- National Diploma in Computer Science, Information Technology, Electronic Engineering, or relevant field (or equivalent work experience in the electronic security industry).

Ready to Join Us?

If you're ready to take on the challenge and be part of a company that's redefining the Life Safety and Security industry across South Africa, apply today! At FS Systems, we believe in rewarding talent and hard work, so if you have what it takes, we want to hear from you. FS Systems is an Equal Opportunity Employer. We encourage applications from all backgrounds and are committed to fostering a diverse and inclusive workplace.