

# Store Support Engineer – Cape Town

VACANCY

## Duties will include but not limited to:

- Provide support for store printing environments by managing support calls, troubleshooting printer issues, and ensuring devices function correctly for printing, scanning, and copying. The role includes liaising with stores, coordinating printer replacements with technicians, and managing repair processes with BCX.
- Manage and assign incoming store support calls to the relevant IT Stores Support team members.
- Provide remote troubleshooting and support for store printers, ensuring printing, scanning, and copying functionality.
- Assist stores with printer-related applications (e.g., MyScans) and resolve connectivity or operational issues.
- Coordinate with onsite technicians and complete sign-offs for printer replacements in stores.
- Escalate unresolved issues and manage repair processes with BCX.
- Oversee workshop repair reports, including arranging printer collections, deliveries, and handling repair quotes.

## Candidate Requirements:

### QUALIFICATIONS

- Certificate or Diploma in Information Technology (IT), Computer Systems Support, or Technical Support.
- CompTIA A+ Certification (or equivalent) for hardware and peripheral troubleshooting.
- Basic networking knowledge (e.g., printer connectivity, IP configuration, network troubleshooting).
- Experience with IT service desk / ticketing systems and incident management processes.
- Knowledge of printer hardware and troubleshooting, including printing, scanning, and device connectivity.

### Work Experience & Skills

- Experience in IT helpdesk or service desk support.
- Troubleshooting printers and related devices (printing, scanning, connectivity).
- Providing remote support to stores or branch locations.
- Managing support tickets and assigning tasks to team members.
- Coordinating with technicians or vendors for repairs or replacements.
- Handling device repairs, including logging faults, arranging collections, and managing quotes.
- Basic network troubleshooting for networked printers and devices.



Application closing date:  
**31 March 2026**



Kindly send detailed CV's to  
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