

Field Support Technician – Traffic Systems

Location: Durban (KZN – Region)

Company: Syntell (Traffic Systems Division)

Reporting Line Manager: Senior Manager Product & Technology Ops

Contract Type: Permanent

About the Role

Syntell is a leading South African technology company with a proven track record in providing practical, innovative services and systems, including end-to-end traffic law enforcement services and systems; and **state-of-the-art road traffic management systems offering complete turnkey solutions for intersection installations**. In addition, we offer local authorities a complete outsource model for prepaid electricity vending and revenue enhancement services.

Build the brain and backbone of South Africa's intersections

Help build and operate the technology that keeps South Africa moving—across a **~750,000 km** national road network (the largest in Africa, top-10 globally). In Cape Town alone there are **~1,650+ signalised intersections**, and Johannesburg manages **~2,000+**—a massive, real-world canvas for embedded control and city-scale RMS analytics. Your work will directly improve congestion, safety, and uptime at the country's most critical junctions.

As a **Field Support Technician**, you'll work on the **frontline of innovation**, ensuring uptime, safety, and reliability at the country's most critical junctions. Your hands-on work will directly improve **traffic flow, reduce congestion**, and enhance **public safety**.

Qualifications and Experience

- N6 or T3/S4 with Electronics/Electronic and Electrical Experience.
- **2 years' experience** in a technical service, maintenance, or support role
- **Sound knowledge** of the Syntell range of products and software (or similar systems)
- **Strong PC literacy** — hardware, networking, and software troubleshooting
- Valid **driver's licence** and willingness to travel
- Excellent **communication and client-interaction skills**
- Presentation skills (an advantage)

Major Responsibilities / Accountabilities (Outputs)

- Fault-finding, repair, installation, and maintenance of **traffic equipment and signal systems**
- Maintain accurate **Field Service Records** for all work completed
- Build and sustain **strong client relationships** and ensure customer satisfaction
- **Promote and market Syntell products** during field engagements
- Ensure compliance with all **Health and Safety** standards and site procedures

- Provide detailed feedback to the Engineering and Operations teams to assist in **continuous improvement**
- Ad hoc client training and presentations.

Why Join Syntell?

- Be part of a team that **keeps cities moving safely and efficiently**
- Work alongside experts building the “**brain and backbone**” of South Africa’s intersections — integrating controllers, sensors, cameras, and AI-driven remote management systems
- Gain exposure to **next-generation technologies** including energy-efficient systems, vandalism-resistant designs, and remote monitoring platforms (RMS)
- Benefit from **ongoing product and technical training**, career growth opportunities, and support from a company with decades of experience in **smart mobility solutions**

Make a Difference Where It Matters Most

Join Syntell’s Traffic Systems team and help shape the reliability and intelligence of South Africa’s road networks — one intersection at a time.

Salary Market Related

How to apply:

EMAIL your CV to applications@syntell.co.za.

If you do not hear from us in 2 weeks after your application, please consider your application unsuccessful.

Closing Date: 15 December 2025

Syntell