



### The Organization:

**Ricoh** is a leader in business technology with offices throughout the Pacific Islands. We are the market leader in Vanuatu and are looking for motivated staff to provide on-site installations, repairs, and technical support for our customers' products, including copiers, printers, scanners, and imaging solutions.

### **JOB DESCRIPTION: SOLUTION ENGINEER**

#### Job Summary:

The Solution Engineer is responsible for designing, demonstrating, and supporting Ricoh's technology solutions to meet customer business needs. This role bridges sales and technical delivery by providing pre-sales technical expertise, solution design, implementation support, and post-sales technical assistance for Ricoh products and services.

#### Key Responsibilities:

- Perform mechanical and electrical adjustments during installation and deployment of Ricoh systems.
- Diagnose and repair equipment faults to ensure reliable system operation.
- Configure, maintain, and troubleshoot networks used with Ricoh solutions.
- Deliver on-site and remote network assistance to ensure customer satisfaction.

#### Key Skills & Competencies:

- Strong understanding of IT infrastructure, networking, and document management solutions.
- Excellent problem-solving and analytical skills.
- Strong communication and presentation skills.
- Customer-focused mindset with attention to detail.
- Ability to work independently and as part of a team.

#### Qualifications & Experience:

- Diploma or Degree in Information Technology, Engineering, Computer Science, or a related field.
- 2–5 years' experience in a technical, solution engineering, or pre-sales role (preferably in IT or office automation).
- Experience with printers, MFPs, document workflow solutions, or managed IT services is an advantage.