

## Mobile Technician – Johannesburg

February 2026

### **About ScootHero**

ScootHero is on a mission to electrify last-mile delivery across Southern Africa, offering fleet operators and drivers a complete electric two-wheeler solution – purpose-built electric scooters and motorbikes, a fast-growing battery-swap network with 60-second swaps, and 24/7 on-road maintenance and support– all under one roof. Founded in 2021 by two entrepreneurs who lived the pain of last-mile delivery and ICE bike shortfalls firsthand, ScootHero is already on the road with some of Southern Africa's biggest logistics names, proving that the electric transition makes compelling commercial sense. Our ambition goes beyond the bottom line. ScootHero is building the ecosystem that drives economic empowerment across Africa through accessibility, sustainability and affordability, putting the heroes who move the continent on the equipment they deserve.

### **Role Overview**

We're hiring a mobile technician in the Johannesburg region. Our operations are hardware-heavy, fast-paced, and deeply mission-driven. We're expanding our presence in Johannesburg and are looking for a hands-on, mechanically minded Mobile Technician to join our growing team on the ground.

You'll be part of our front-line field service team, responsible for keeping bikes and swap stations running smoothly. You'll drive a fully equipped support van, respond to maintenance tickets logged by drivers in real time, and either fix issues on the spot or swap in a replacement bike. This is a mechanical + electrical + operations role rolled into one.

### **Position Details**

- **Location:** Johannesburg, South Africa
- **Reporting:** Reports to the COO
- **Start date:** As soon as possible
- **Compensation:** Market-related

### **Key Responsibilities**

#### **Field Maintenance & Repair**

- Respond to live service requests logged via our system (ticketing-based)
- Troubleshoot and fix electric scooters or swap stations in the field
- Replace broken or malfunctioning units where needed
- Transport faulty equipment to workshop for further repair

## Van Operations

- Operate a mobile technician van stocked with tools, spare parts, and backup bikes
- Track and manage van inventory (tools, spares, safety gear)
- Ensure bikes and tools are loaded, maintained, and accounted for

## Process & Reporting

- Follow standard operating procedures (SOPs) for maintenance and roadside assistance
- Maintain daily logs of completed tickets, fixes, and parts used
- Report recurring faults or technical issues to the ops team
- Coordinate closely with the Regional Ops Manager to improve response times and reduce downtime

## Learning & Improvement

- Learn our full hardware stack (bikes, batteries, swap stations)
- Stay up to date on product changes or updates to repair procedures
- Proactively suggest improvements to maintenance operations

## Day-to-Day Responsibilities

You will work according to a priority-based ticketing system to service and maintain the Johannesburg fleet. You'll be in the field most of the day and expected to work independently while coordinating closely with your team. Your goal is to keep as many scooters on the road as possible and ensure a smooth rider experience.

## Qualifications & Experience requirements

- 2+ years of hands-on experience servicing petrol or electric vehicles (motorbikes ideal)
- Strong mechanical repair skills, especially on two-wheelers
- Auto-electrical knowledge (reading wiring diagrams is a plus)
- Experience using diagnostic tools, mobile apps, or digital ticketing systems
- Comfortable using a computer or mobile phone for logging jobs
- Valid driver's license (Code EB, B, C, or C1)
- Familiarity with stock control or tool management
- Clear communicator and team player
- Curious about electric mobility and eager to learn

- **Education:** High school diploma required; bachelor's degree in business, engineering or related field preferred.
- **Interest in e-mobility & sustainability:** Familiarity with electric vehicles, battery-swap infrastructure and the environmental benefits of electrification.

### **Why Join ScootHero?**

- **Mission-driven impact:** Contribute to electrifying last-mile delivery and reducing carbon emissions while improving livelihoods for fleet operators and drivers.
- **High-growth opportunity:** Join a fast-scaling start-up in a nascent market, with significant potential for career advancement and influence over our customer success playbook.  
**Product-market fit:** Our EV scooters and battery-swap network are already trusted by top delivery providers; your work will accelerate adoption and expansion.
- **Cross-functional collaboration:** Work closely with our founder, sales, marketing, operations and product teams to shape the future of electric mobility in Africa.
- **Supportive culture:** Benefit from the resources of Holocene Ventures and a network of like-minded climate-tech partners while helping build a company that values diversity, innovation and customer obsession.

**To apply, please fill out our [application](#).**