

Established 1952



Business Systems, Inc.

Position: Systems Installation Technician

Job Description: Completes entire POS hardware and cabling installation in restaurant locations across the US. Completes system testing prior to turning system over to training team.

Reports to: Service Manager

General Duties

- Provides on-site cabling and hardware installation of POS systems or components per sales order. This includes punch down of CAT5 cabling, patch panels and video cabling.
- Resolves all hardware issues as they arrive in order to provide professional, clean and orderly installation of POS, CCTV, wireless, order confirmation boards and timers as needed.
- Performs testing of components to insure system is ready to “go live”.
- Follows-up and supports existing customers
- Performs PC and peripheral repairs in-house and on-site including loading of operating systems and software applications
- Provides technical advice and resolves project problems.

Special Skills

- Must possess the ability to maintain appropriate communication with customers via face-to-face, over the phone or in writing an email.
- Requires ability to think on the job in resolving any issues that may arise during overnight installations.
- Ability to work quickly and efficiently to meet deadlines.
- Ability to learn quickly and retain knowledge.
- Good creative problem solving skills, an independent thinker, and a dedication to customer satisfaction.
- Positive 'can-do' attitude, energy and enthusiasm with professional business-like appearance.

Requirements Needed to Perform

- Well-rounded knowledge of the tools and techniques necessary to perform the system installations

Physical Requirements

- In excellent health, able to lift and transport multiple terminals and computers (approximately up to 50+ lbs.) to various customer sites for an installation.
- Able to drive long distances on occasion, as some field sites may be 8-10 hours away.
- Requires a valid driver's license with good driving record

Availability to Work

- Quick service restaurants require overnight hours and weekends during an installation or upgrade and may require one or several twelve-hour (or more) days.
- Generally working regular business hours when not installing a system.
- Must be able to work until project is completed.
- Must be willing to assist other employees 7x24, as needed

Training Needed

- Formal network or cabling training is preferred.
- Practical, on the job, experience in PC networking is desired.

Knowledge Needed

- A+ certification and/or Network+ certification desirable.