

Established 1952



Business Systems, Inc.

Position: POS Support Analyst

Job Description: Diagnose and resolve POS hardware and software problems via telephone and remote connection. Provide troubleshooting POS system hardware and network connectivity.

Reports to: Service/Support Manager (Houston)

General Duties:

- Respond and resolve support calls from customers across the US in a timely manner; meet assigned targets for daily/weekly call resolutions
- Connect with customer sites using dial up or high speed connectivity tools and resolve issues remotely.
- On-site installation, field service and training for local and nation-wide customers.
- Accept escalations and provide guidance to other Help Desk agents when assistance is required
- Escalate calls to appropriate team members or management if time based targets are not met or if call is beyond scope of understanding
- Maintain open and positive communication with clients, extended team members and management
- Maintain up-to-date skills required for all POS hardware and software supported
- Participate with After Hours cell phone rotation for support or backup
- Other duties as assigned

Special Skills

- Ability to deal with customers of all temperaments; possess the ability to maintain appropriate communication with customers over the phone or via email
- Sharp listening, creative questioning and good note-taking skills to gain a clear understanding of the software application and needs, in order to provide an effective solution
- Excellent oral and written skills
- Ability to learn and work quickly and efficiently to resolve issues
- 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

Physical Requirements

- Ability to install POS systems which involves running cable in ceilings and installing components
- Ability to stand for long periods during front counter training and standby

Availability to Work

- Must be able to work until calls are completed
- Must be willing to be on-call via pager rotation (1 week at a time)
- Must be willing to assist other employees 7x24, as needed
- Some overnight travel required
- Use of reimbursed use of personal vehicle

Training Needed

- Quick service restaurant management or POS experience a plus
- Some help desk experience preferred
- Practical experience with PCs is desired

Knowledge Needed

- Working understanding of computer software and networking
- Working knowledge of Windows 2000/XP and general PC experience is a plus