

*Established 1952*



Business Systems, Inc.

**Position: Quick Service Help Desk 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:** QSR Help Desk Manager

**General Duties:**

- Respond and resolve support calls from customers across the US in a timely manner.
- Connect with customer sites using dial up or high speed connectivity tools and resolve issues remotely.
- Follow up on open tickets and ongoing issues in the call queue.
- Provide status of current open or recently closed calls.
- Duplicate store issues on internal support systems for testing purposes.
- Meet assigned targets for daily/weekly call resolutions.
- 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.
- Work OT if call queue is not clear or required to complete current open calls.
- Update internal knowledge base software and documentation
- Assist in the design of new support tools and procedures
- 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 work quickly and efficiently to resolve issues.
- 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.

### **Physical Requirements**

- Desk work with some lab testing requires ability to sit or stand throughout normal work day

### **Availability to Work**

- Must be able to work until calls are completed.
- Weekend and night availability for scheduled shift, backup coverage, weekend or holidays.
- 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

### **Training Needed**

- Quick service restaurant management 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.