

*Established 1952*



Business Systems, Inc.

**Position: Quick Service Support Analyst**

**Job Description:** Completes the configuration of POS systems and provides on-site training and standby during live openings of quick service restaurants at major franchise locations across the US including Wendy's, Arby's Burger King and KFC.

**Reports to:** QSR Educational Services Manager

**General Duties:**

- Provides system staging of POS hardware/software/firmware to match customer specifications.
- Coordinates and completes on-site training of POS, Back Office and web-based applications.
- Follows up and supports existing customers.
- Provides technical advice and resolves project problems.
- Works with minimal supervision and is able to handle most situations on their own.
- Works with customers and co-workers to resolve support calls while working on other projects; multi-tasking required.
- 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.
- Other duties as assigned

**Special Skills**

- Must possess the ability to maintain appropriate communication with customers via face-to-face, over the phone or in writing an 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.
- 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 appearance.

### **Requirements Needed to Perform**

- Ability to set-up and configure various types of POS and computer systems by modifying parameters or files in the software.
- Use of quick service background to help customers get the most out of the features and functionality of the POS, back office and web-based solutions provided.

### **Physical Requirements**

- Must be in excellent health, able to lift and transport terminals and PCs (up to 50 lbs) to various customer sites for installation or training.
- Able to drive long distances as some travel is via automobile.
- Requires valid driver's license with good driving record.

### **Availability to Work**

- Testing, training and standby can require long hours and weekends during live opening or upgrades and may require one or several twelve-hour (or more) days.
- Generally working regular business hours (Mon-Fri 8:00am – 5:00pm) when not on-site at a customer location.
- Out of town travel to perform training/standby, attend seminars, or address remote site installation is required. Approximately 25% overnight travel is required.
- Must be able to work until project is 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

### **Training Needed**

- Quick service restaurant management experience is recommended.
- Practical experience with PCs/networks and POS training is desired.

### **Knowledge Needed**

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