

POS Support Technician

Hospitality - Food & Beverage / Restaurant Industry
New York, NY

Company:

Leebro POS is the provider of Digital Dining, an innovative and dynamic point-of-sale solution for the hospitality industry. We are growing rapidly in an exciting technology market and are seeking a POS Support Technician to join our team in the Metropolitan New York City area. Digital Dining's wireless handhelds and suite of software are featured in some of the most recognizable restaurants, nightclubs, movie theaters, and casinos worldwide. Our company environment is fun, energetic and personable. We recognize how integral each team member is to our growth and success, so we place great importance on finding the right match. Working with our supportive and inspiring team is truly a unique opportunity that provides motivated individual the potential for personal and financial growth.

Position Summary:

As a POS Support Technician you will work as a member of a technical support team and will report directly to the Support Manager. You will be required to assemble and configure POS hardware. You will provide both on and off-site support, telephone support, and remote access support for hardware and software for our clients. You must be able to manage and perform assigned tasks effectively, work together with others as a cohesive team, communicate and act professionally within workplace and with clients, and maintain a good knowledge of existing and future software and hardware products.

Duties and Responsibilities:

- Maintain technical knowledge related to our suite of hardware and software product lines and industry
- Setup, configure, and test hardware and software components
- Install software and hardware at client sites, run and connect all cables between and at hardware devices
- Provide telephone, remote, and on-site support for clients in order to provide quick resolution to problems
- Provide training to clients regarding software, hardware, and troubleshooting techniques

Required Skills/Experience:

- Previous Digital Dining POS Support Experience a BIG PLUS!
- Minimum of 2 years experience supporting restaurant POS systems
- Minimum of 2 years experience in Food & Beverage / Restaurant Industry
- Associates or Bachelors degree
- Driver's license
- Ability to manage and prioritize multiple tasks in office or at off-site client location
- Advanced written and oral skills
- Experience in configuration, installation, training and support of hardware or software products
- Expertise in Microsoft Office and Operating Systems
- Some Evening and Weekend schedules will be required

Compensation:

- Base salary commensurate with experience/qualifications
- BONUS for On Call Rotation
- BONUS for Referrals
- CAREER ADVANCEMENT POTENTIAL!
- Medical, Dental, Vision Insurance
- 401K with Company Match
- Pre-Tax Benefits for Commute Expenses
- Paid Vacation, Holidays, and Sick Days
- Work related travel and telephone expenses covered

