Summary of Job Scope and Expectations:

The POS Systems Analyst participates in the development and implementation of POS and Online Ordering features and applications to support Operations.  This position assists in maintenance of system configurations, menu management, and system images.  The POS Systems Analyst troubleshoots POS and Online Ordering problems by telephone, email, or in person and resolves the issues or refers them to other team members for resolution. A POS Analyst may specialize in one or more areas such as Digital Marketplace or International partnerships and cross train other team members in their area of concentration.

Essential Functions:  
The essential functions in this job description are not all-inclusive of this job’s duties and responsibilities.  Reliable and dependable attendance is required.

Descriptions  
•    Participates in the development, testing and implementation of POS features and applications to support Operations and maintenance of POS system configurations, menu management, and system images.    
•    Troubleshoots POS and Online Ordering issues by telephone, email or in person and resolves the issues or refers them to other POS team members for resolution based on areas of concentration. May act as the point of contact for certain departments or applications.  
•    Assists in the development, testing, and release of POS and Online Ordering program changes and new system features and inputs including price and tax updates, item changes and tests, new hardware and peripheral devices, etc.  
•    Participates in optimizing and monitoring IS processes to ensure effective, stable and efficient POS and Online Ordering implementation and performance.    
•    Updates product documentation and assists in training programs for Technical Support associates, Operations associates and other appropriate teams to enhance their knowledge of the POS and supporting systems.

JOB REQUIREMENTS:

•    Bachelor’s degree in IS or related field or equivalent experience required  
•    Minimum three years of IS experience, preferably in a retail/hospitality environment  
•    Successful completion of annual store training

Kim miller – talk differently, landmark, tony robbins

Hao le – 2011 pos team,

Kenneth ly – 2011- bb support infrastructure / pos team / menu tax and pos config

Thomas yip – 8 yr integration, implementation new technology