RESPONSIBILITIES

- Analyzes POS systems and applications user requirements, procedures and problems to automate or improve;
- Manages, trains, and schedules all staff, while providing cross training to customers when required.
- Maintains, repairs and upgrades maintenance of all POS terminals and handheld units so they remain in good working order. Handles all RMS processes for POS equipment;
- Performs backup duties with the administration of the Generic Authorization program for gift cards, discount cards, loaded tickets, and employee meal cards;
- Manages and coordinates all price changes, profiles, and menu and screen changes as approved by management.
- Supports all Food and Beverage requests for special remote POS setups.
- Maintains a basic understanding of IP Addressing and VLANs and account setups;
- Maintains infrastructure and data security of POS Systems;
- Ensures accurate stocking and maintain POS parts inventory.
- Creates, updates and maintains current POS, front and back of house, systems documentation;
- Develop and implement efficient inventory management procedures
- Reconcile inventory discrepancies
- Implement a loss prevention program
- Manage the various applications to ensure smooth operations.
- Efficiently manage web, mobile applications
- Develop and manage payment portals, landing pages and other related portals and websites
- Manage all Databases/information and carry out updates
- Manage Information Security
- Takes responsibility for understanding internal and external client requirements and coordination of the fulfillment of those requirements working with other IT service delivery functions where necessary
- Generate and submit reports on a regular basis
- Drive and ensure implementation of all IT policies and processes
- Troubleshoot any IT related issues
- Adequately run the Business Office PIN POS (Configure, repairs and dispatch)
- Monitor all channels effectively (active, inactive, re-map, etc.)
- Execute efficient POS and channels support services in line with agreed SLAs
- Manage IT-Business communication in a way to promote both innovation and operational initiatives of IT and keep internal and external customers informed about IT services
- Perform other duties as may be assigned by the management
- Be responsible for maintaining, expanding, and scaling our channels.

- Gather and refine specifications and requirements based on technical needs
- Create and maintain software documentation
- Stay plugged into emerging technologies/industry trends and apply them into operations and activities
- Ensure there's no down time in system operations.