

JOB TITLE: POS Implementation & Installation Specialist
DEPARTMENT: Professional Services - Implementation Team
REPORTS TO: Director of Professional Services
FLSA STATUS: Exempt

JOB SUMMARY / DESCRIPTION:

The POS (Point of Sale) Implementation and Installation Specialist position serves as a customer-facing branch of ECRS. This position requires a high level of customer interaction in order to provide industry-defining implementation, support, and training for the company's hardware and software-based retail automation systems. An Implementation Specialist is required to travel extensively. This position acts as the ECRS on-site expert for networking, hardware, and other technical issues associated with the ECRS product line that performs their duties and responsibilities in getting a retail store installed, trained, and effectively running with their POS automation system.

RESPONSIBILITIES:

- Travel extensively throughout the US and Canada to implement POS Systems in a wide variety of retail environments.
- Review all pertinent documentation prior to assigned installations to be fully prepared and knowledgeable.
- Unbox and install hardware and configure software specific to client needs.
- Facilitate successful implementations of software applications, networking, and security functionality.
- Document all activities in a manner compliant with the company's quality procedures.
- Work closely with internal company staff to manage workflow and communication.
- Assist to resolve hardware and software related issues at recently installed customer sites.
- Ensure that customer satisfaction is maintained.
- Escalate technical issues to the appropriate ECRS department when needed.
- Manage customer accounts at a level that promotes goodwill, confidence, and credibility in order to exceed customer expectations in terms of product, service, and support quality.
- Assist with remote installation of products, support-related tasks, and other miscellaneous tasks when not in the field.
- Provide functional training to customer's staff, or direct the customer on how and/or where to access training materials and programs.
 - Strong troubleshooting skills.
 - Ability to learn and keep current on services and applications.

QUALIFICATIONS:

- 2-year degree in a technical field or equivalent prior experience.
- 2 years of progressive experience repairing or servicing computer/system hardware and software and networking/wireless networking.
- Technical troubleshooting and reverse engineering abilities.

- Strong interpersonal skills supported by strong analytical, problem solving, and negotiating skills.
- Retail or related customer service field experience.
- Ability to work after hours, on weekends, and holidays as the schedule demands.
- Strong written/verbal communication, organization, and prioritization skills.
- Effective customer service skills, which includes a positive attitude, helpful customer interaction, and maintenance of ongoing customer relationship.
- Ability to travel on a heavy basis (45 of 52 weeks a year). Willingness to travel across the country when needed and bounce from one installation to the next.
- Physically able to lift 20+ lb. boxes.
- Must have and maintain a valid Driver's License and Passport.
- Must have and maintain a record of safe and competent driving.

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