POSITION TITLE
IT & POS COORDINATOR

OBJECTIVE
To ensure accurate and up-to-date POS data for all departments. To provide support in gaining storewide efficiencies through use of the POS. To assist all departments in obtaining the POS reports they require to effectively manage their departments. To provide support and liaise with 3rd party support providers to address issues as they arise.

AUTHORITY
The IT & POS Coordinator is hired by the IT Business Systems & POS Analyst, the Finance Director, and the HR Director. The IT & POS Coordinator reports to the IT Business Systems & POS Analyst.

RELATIONSHIPS
The IT & POS Coordinator must develop and maintain strong working relationships with all staff, members, non-member shoppers, POS providers, AMPM, F12 Managed IT service provider, other food co-operatives and organizations as required.

DUTIES & RESPONSIBILITIES

Duties and Responsibilities:
- Act as the first point of contact for the day-to-day technical operations of the store's Point of Sale system (LOC SMS), ensuring its accuracy and reliability.
- Lead the troubleshooting and resolution of technical issues, providing first-level support to staff and coordinating with external support providers for more complex problems.
- Perform maintenance and testing of POS hardware, including tills, drawers, battery modules, pin-pads, scanners, PDAs, scales, label printers, etc., to prevent and address technical issues promptly.
- Collaborate with external POS and IT providers to ensure support requests are resolved swiftly and effectively.
- Prioritize support requests, keeping store staff informed of progress and ensuring a smooth and efficient resolution process.
- Maintain diligent records of system changes and comprehensively communicate updates to staff to facilitate seamless operations.
- Develop and deliver training materials, conducting system usage training for staff to enhance their technical proficiency and independence.
- Undertake additional duties as required

SKILLS

      Technical Skills
- Basic understanding of computer hardware and software
- Familiarity with Windows and Microsoft 365 Suite
- Medium to advanced knowledge of Excel
- Familiarity with SQL Server and Access considered an asset
- Ability to perform routine maintenance and troubleshoot common issues
- An aptitude for computer systems and an eagerness to learn

      Communication Skills
- Clear verbal and written communication
- Ability to explain technical concepts to non-technical users

- Patience and active listening to understand user issues

Problem-Solving Skills
- Analytical thinking to diagnose problems
- Resourcefulness in finding solutions
- Attention to detail to avoid overlooking critical information

Customer Service Skills
- Professional and courteous demeanor
- Empathy to understand user frustrations
- Commitment to providing a positive user experience

Organizational Skills
- Time management to handle multiple tasks efficiently
- Record-keeping to track issues and resolutions
- Prioritization to address the most critical issues first

HOURS AND REMUNERATION
Remuneration is calculated according to the Tier Structure in the Employee Handbook.
24-32 hours per week, must have flexible schedule to sometimes address system issues outside of 9-5 hours
Schedule as arranged with the IT Business Systems and POS Analysist.

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