

Computer Field Service Technician

As a leader in providing enterprise solutions to the restaurant industry; we are seeking an enthusiastic and technically competent person to provide telephone support and on-site diagnosis and repair for computer hardware and software.

Experience with Aloha by Radiant or other restaurant software packages desired, but not required. Experience using any touch-screen menu-based point-of-sale equipment, waiting on tables and/or restaurant management experience desired but not required.

This position will include original installations, full and partial system replacements, upgrades and maintenance; including troubleshooting and repairing simple to intermediate problems with the computer equipment. Experience in working with Windows 98 – XP required, A+ and/or Network + certification highly desired. Complete training will occur at our corporate offices in Winnebago, IL, as well as on-the-job and year-round on-going training.

This position also includes creating electronic touch-screen menus for wait staff from printed menus, then providing one-on-one and small group training to end-users in how to maximize the utilization of our software programs and reports. Experience in training helpful, but not required.

Additionally; the service technician will assist the sales dept. in performing site surveys, installation planning and assisting clients in the cost justification of maintenance agreements and repair vs. replace decisions. Applicants must have excellent communication skills, professional appearance and the ability to deal with customers in crisis.

This position involves servicing customers throughout the northern half of Illinois and eastern half of Iowa; including occasional overnights on the road. Must be willing to travel, work early and/or late hours and maintain a clean driving record.

This career opportunity includes competitive salary, health and dental insurance, 401k, paid vacations, company cars, phones, and expense reimbursement. Qualified applicants should respond via e-mail with cover letter, resume and salary history in Word or PDF format to: jobs@integratedpos.com.