



## Field Technician

Matrix Proven POS is currently looking for qualified Field Technicians

**Career Track and Advancement:** Matrix Proven POS sells, installs and supports Aloha point of sale systems in restaurants throughout Ohio and southeast Michigan. Our corporate office is in Huron, Ohio and we have four satellite offices in Cleveland, Detroit, Columbus, and Cincinnati. We offer a career track for our technical employees wishing to advance their skills as well as their compensation.

### **GENERAL POSITION SUMMARY:**

As a member of the Matrix Proven POS team, the Field Technician is responsible for the successful implementation of Aloha Point of Sale solutions, while ensuring customer satisfaction and quality. This position is a front line technical representative responsible for understanding customer needs, configuring a solution to meet those needs, and installing the Point of Sale solution at customer sites. This includes site preparation, equipment staging, software configuration, and Help Desk support. This is a great opportunity to work directly with our customers and/or their employees. Travel to customer locations is required.

### **ESSENTIAL FUNCTIONS:**

- Installing Radiant Systems' hardware
- Installation and configuration of Aloha software
- Running of all required cabling
- Ensuring site is 100% fully functional
- Responding to customer cases and field inquiries in a timely and effective manner by answering known questions and reproducing straightforward technical problems.
- Ensuring customer satisfaction by maintaining a proactive approach with customers.
- Diagnosing network and computer hardware issues.
- Learn new products and diagnostic tools.
- Other job related duties as assigned.

### **SPECIFIC SKILLS and PROFICIENCY LEVEL:**

- Extensive computer knowledge and experience
- Excellent verbal communication
- Excellent customer service skills
- Knowledge of wireless networking
- Software and Hardware issues including system configuration, database programming, software upgrades and network stability
- A+ or other Microsoft certifications are a strong plus
- MCSE certification is a strong plus
- Aptitude to learn quickly and perform well under pressure
- Ability to work independently yet within company guidelines
- High level of integrity, confidentiality and professional maturity
- Must be open to flexible schedule/hours
- Travel is required

#### Experience:

- Previous experience in the food service industry or a related technology field preferred but not required.
- Prior experience in hardware installations and software configuration preferred.

#### Compensation:

- \$30,000 - \$45,000

*We are an equal opportunity employer*