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Role Title: Provisioning Specialist

Based in Braintree, Lolly is a leading software and technology firm in the hospitality sector producing a wide range of state-of-the-art technology solutions including robot waiters, facial verification, mobile apps, EPoS and payment solutions.

Our mission is to make technology simple, by implementing the best solution, incorporating the most reliable intuitive technology and to follow this with first class after-sales customer care.

We exist to create a technology hub for now and in the future.

About the Role

Reporting to the Head of Projects, the Provisioning Specialist will assist in configuring and maintaining both the software and hardware components of our POS systems. This role involves building systems using the Lolly software, preparing hardware for installations, ensuring compliance documentation is completed, managing repairs and maintenance, controlling inventory, and managing courier dispatches

**Role Accountabilities**

* POS System Configuration: Configure systems according to client specifications
* Digital Signage Configuration: Configure menu’s and advertising screens according to client specifications
* Backoffice system administration: Maintain and troubleshoot POS and Backoffice systems
* Account Management: Support the setup and maintenance of customer and vendor accounts within the POS system.
* Training: maintain excellent product knowledge and provide training sessions to clients and stakeholders
* Hardware Preparation: Prepare hardware for installations, including setup and testing.
* Compliance Documentation: Ensure all compliance documentation is accurate and up-to-date.
* Repairs and Maintenance: Assist in managing repairs and maintenance of POS hardware.
* Inventory Control: Help manage inventory levels and ensure timely restocking of necessary components.
* Courier Dispatches: Manage courier dispatches for hardware deliveries and returns.

**Skills & Experience**

**Skills Required:**

**1. Technical Proficiency: Understanding of POS hardware, software, and related technologies such as barcode scanners, card readers, and printers.**

**2. Software Knowledge: Proficiency in POS software systems and platforms, including the ability to troubleshoot issues and optimize system performance.**

**3. Data Analysis: Ability to analyse sales data, transaction trends, and inventory levels to identify opportunities for improvement and cost savings.**

**4. Problem-Solving Skills: Capacity to quickly diagnose and resolve technical issues with POS systems and equipment, ensuring minimal disruption to operations.**

**5. Attention to Detail: Accuracy is crucial in managing transactions, inventory, and financial records within the POS system.**

**6. Communication Skills: Effective communication with both technical and non-technical stakeholders, including customers, vendors, and internal teams, to address issues and implement solutions.**

**7. Project Management: Ability to plan, organize, and execute POS system installations, upgrades, and other projects within specified timelines and budgets.**

**8. Training and Support: Providing training to staff on POS system usage, troubleshooting techniques, and best practices to ensure smooth operations.**

**9. Vendor Management: Consulting with POS system vendors and service providers to coordinate maintenance, repairs, and system upgrades.**

**10. Compliance Knowledge: Understanding of relevant industry regulations and compliance standards, such as PCI DSS (Payment Card Industry Data Security Standard), to ensure data security and regulatory compliance.**

**Inventory Management: Familiarity with inventory control principles and practices to optimize stock levels, minimize shrinkage, and maximize profitability.**

**12. Customer Service Orientation: Ability to provide excellent customer service, resolving inquiries and complaints related to POS systems and transactions promptly and professionally.**

**13. Adaptability: Flexibility to adapt to changing technology, business processes, and industry trends in the dynamic POS environment.**

**14. Teamwork: Collaboration with cross-functional teams, including sales, marketing, finance, and IT, to achieve organizational objectives and drive business growth.**

**15. Time Management: Efficiently managing multiple tasks and priorities in a demanding environment to meet deadlines and deliver results.**

Why Join Us?

We are one of the leading omni-channel retailers across the UK, but more than that, we are a great place to work. We value you and your development. We pride ourselves on giving our team members the opportunity and continued training and development to enable them to progress their personal and professional skills.

Our aim is to create a fun and creative environment, where your success is paramount to ours and you are given the right tools, support, and platform to achieve your goals. More than that, we want every team member to be happy in their work and feel they can contribute and add value to the business.

**Hiring Process**

We review applications on an individual basis. If we feel you would be a good fit, we will invite you to join us on a Teams chat for an informal discussion about the role, and for you to see if we are a good fit for you.

We value open and honest conversations, giving you the chance to learn more about the role in a friendly and informal environment. We want to learn more about you and why you feel that this next step is the right opportunity for your career development.

We look forward to receiving your application, and we hope to meet you soon.