



JOB DESCRIPTION

Provisioning Specialist

Reporting To	Head of Operations
Location	Braintree Office
Department	Operations

About Lolly

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.

Role Purpose

Based at Lolly's Braintree office, the role focuses primarily on software provisioning and project support, with additional involvement in hardware when required. The Specialist works directly with customers to understand their requirements, configure and demonstrate solutions, and ensure all systems are fully prepared for a smooth and successful Go Live.

The role also supports the Projects team by resolving complex technical queries, assisting engineers during installations, and providing remote support during Go Live events when required.

Experience with EPoS system configuration is essential, with training delivery experience considered a strong bonus.

Key Responsibilities

- Configure EPoS, Self Serve, App, Mobile PoS systems according to client specifications.
- Maintain and troubleshoot POS and Backoffice system issues.
- Provide second-line support for complex software provisioning and configuration issues
- Maintain excellent product knowledge over the whole Lolly ecosystem and provide training sessions to clients and internal and external stakeholders.
- Act as the operational bridge between Sales, Support, Engineering, and Customers during onboarding
- Provide second-line support for complex software provisioning and configuration issues



Skills & Experience 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 (including Self Serve, App and Kitchen Management Systems) and platforms, including the ability to troubleshoot issues and optimise 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. **Training and Support:** Providing training to staff on POS system usage, troubleshooting techniques, and best practices to ensure smooth operations.
8. **Customer Service Orientation:** Ability to provide excellent customer service, resolving enquiries and complaints related to POS systems and transactions promptly and professionally.
9. **Adaptability:** Flexibility to adapt to changing technology, business processes, and industry trends in the dynamic POS environment.
10. **Teamwork:** Collaboration with cross-functional teams, including sales, marketing, finance, and IT, to achieve organisational objectives and drive business growth.
11. **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.