Our Lolly Field Engineers plays a critical role in deploying and supporting the company's enterprise-level Electronic Point of Sale (EPOS) software, hardware, and card payment terminals across the UK hospitality and retail sectors.

Headquartered in Braintree, Essex, Lolly relies on its field engineering team to handle the physical, on-site implementation and maintenance of their digital commerce tech.

Core Responsibilities:

- On-Site Installation: Setting up EPOS touchscreen terminals, integrated kitchen display systems, self-service kiosks, and card payment machines at hospitality venues (cafes, restaurants, bars).
- Hardware & Software Support: Diagnosing, troubleshooting, and repairing system faults on the road ("break-fix" engineering) to keep clients' payment pipelines moving smoothly.
- Network Infrastructure: Configuring local networks, switches, and routers on-site to ensure secure communication back to the cloud and seamless over-the-air updates.
- Client Handover & Training: Ensuring the customer’s staff understands the physical hardware layout and basic software navigation before leaving the site.

Expected Skill Set & Requirements:

- Technical Background: Strong familiarity with IT hardware, networking protocols, and operating systems. Prior experience supporting or utilizing EPOS systems is highly advantageous.
- Problem Solving: Ability to work independently, think on your feet under pressure, and safely address hardware failure in active business environments.
- Mobility: A valid UK driving license is essential, as the role involves extensive regional or national travel to client sites.
- Customer Facing Skills: Strong interpersonal communication, as field engineers serve as the face of the brand when resolving issues for stressed merchants.