

# POS Implementation Specialist (Permanent)

## Summary of the Role

Wanstor are looking for a POS Implementation Specialist to provide technical assistance, configuration and implementation on a vast range of projects, ranging from new site openings, refurbishments, closures, POS installations to POS integration projects.

You will work with award winning hospitality chains on multiple projects at any given time, working in close contact with project managers and key stakeholders at each client. We work with global and domestic market leading clients, some of which operate in excess of 400 sites in the UK alone.

## Required Skills

- + Experience with POS solutions (preferably Oracle Symphony)
- + Experience in the hospitality or retail sector is advantageous
- + Experience working on an IT service desk with a strong understanding of LAN, WLAN and WAN networks
- + Hands-on and results orientated
- + Be able to work shift work dependant on workload, travel out of the office, and stay overnight away from home on occasions
- + Excellent writing skills, organizational skills and communication skills
- + UK Driving License (advantageous)

## Primary Responsibilities

- + Own projects as a POS Subject Matter Expert
- + Attend POS installations around the UK and internationally
- + Work alongside client operations and IT teams, testing the latest software, interfaces and apps to enhance the user journey for clients and their guests
- + Use your detailed knowledge of Oracle POS, networking, wireless switches and connectivity to map out requirements for design and the maintenance of POS estates for multiple clients
- + Highlight system and process improvements through progressive system reviews
- + Create technical knowledge articles and operational documentation from project work to facilitate the transition of projects into business as usual
- + Participate in meetings with internal teams and customers
- + Develop and strengthen working relationships with customers and partners
- + Provide clear communication on projects requests and service desk tickets in a timely manner
- + Continue to grow and develop via self-learning, using tools such as LinkedIn Learning and POS training provided by Wanstor
- + Adhere to IT best practice ranging from GDPR compliance to InfoSec
- + Drive improvement through best practice

Furthermore, you will aid project managers by providing technical knowledge on POS systems, from advisory setup to potential risks on the project.

During implementation you will also be responsible for technical configuration, assisting with documentation, supporting user acceptance testing and assisting in guaranteeing successful support transition to the service desk.

You will be exposed to the latest hospitality technology, working with innovative Wanstor teams and partners such as Oracle in a growing, fast-paced industry.

## Required Attributes

- + Strong desire to share knowledge, develop and assist others
- + Self-starter with initiative and the ability to work independently
- + Willingness to satisfy client and colleague demands
- + Excellent time management skills
- + Consistently question processes and provide constructive feedback to drive improvement
- + Excellent writing skills, organizational skills and communication skills
- + Excellent problem-solving ability

Do you believe you have what it takes  
to join the team at Wanstor?

Phone us on [0207 592 7860](tel:02075927860) or email us at  
[jobs@wanstor.com](mailto:jobs@wanstor.com)

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