

STORE SUPPORT TECHNICIAN (POS Support Specialist)

SAMPLE - Position Overview

Provides telephone support for in-store computer systems. Assembles and/or configures in-store computers. Responsible for testing and quality assurance of new and upgraded in-store applications and equipment. Responsible for documenting user and technical procedures for in-store computer systems. Trains store personnel on use of new and changed applications and equipment. Creates materials for new stores and assists with Grand Opening preparation, quality assurance and operation.

- Reports to: Help Desk Manager
- Coordinates with: IS personnel, store management and staff, Senior Vice President of Store Operations, Vice President of Pharmacy Operations, regional pharmacy managers and district managers.

Essential Job Functions

- Answer calls from the Help Desk related to computer hardware, software, and application problems, including configuring store controllers, building and configuring store PCs, and troubleshooting complex hardware and/or software problems escalated from the POS Maintenance Department.
- Assist with development of new in-store computer applications.
- Test Operating System releases, BMP POS application releases, label/lobby PC programs, Telxon releases, Metaframe changes, and new cash register and computer components.
- Write user instructions and technical documentation for POS and related computers, and maintain the cashier “flip book” documentation.
- Train store management and staff in the use of new hardware and software and conduct refresher classes for store management and staff on POS and related systems.
- Assemble and/or build rollout materials, write rollout instructions and checklists, maintain rollout calendars, support project management on rollout projects, and create computer procedures to automate software rollouts.
- Assemble Customer Service materials, build and/or configure POS and related computers, visit new stores during Grand Opening week to assure quality of installation and preparation, and help with Membership Sales or other tasks as directed by store management.
- Provide backup to Pharmacy Specialists with pharmacy problems as needed.
- Maintain the confidentiality of any proprietary or personal information.

Physical Requirements

Occasionally = up to 1/3 shift

Frequently = up to 2/3 shift

Continuously = throughout shift

- Standing: Occasionally in combination with walking.

- Sitting: Continuously.
- Walking: Occasionally in combination with standing.
- Worker Mobility: Worker can change positions frequently throughout work shift.
- Carry/Lift: Occasionally and independently work with 0-45 pounds while building and configuring computers.
- Pushing/Pulling: Occasionally and independently work with 0-45 pounds while pulling/pushing computers and parts totes.
- Bending/Squatting: Frequently while building and configuring computers.
- Reaching/Handling: Use of fingers/hands/arms continuously.
- Grasping/Squeezing: Continuously.
- Twisting: Frequently throughout work shift.
- Climbing: Occasionally to reach upstairs offices or lunchroom.
- Crawling: 0% of the time.

Social Skill Requirements

- Ability to positively interact with others.
- Ability to communicate well verbally and in writing using the English language.
- Ability to give instructions firmly and pleasantly.

Aptitude Requirements

- Workers must be able to speak, read, and legibly write English.
- Must be able to perform basic and intermediate math functions.
- Must have the ability to analyze, reason, and make decisions.
- Must be able to learn and retain new skills.
- Must have aptitude for computer hardware and applications.

Environmental Factors

- Most work is performed in an office environment.

This position summary covers most of the duties performed, however, other duties and responsibilities not listed may be assigned at the discretion of management.

After reviewing this position summary, can you perform all of the functions listed? ☐ **Yes** ☐ **No**

If no to the above, please identify any functions that you are unable to perform:

I verify that I have thoroughly reviewed the position summary for Store Support Technician (POS Support Specialist) and that I understand the job requirements and essential job functions.

Signature: _____ Date: _____

Print Name: _____