POINT OF SALE (SOP) SUPPORT ASSISTANT
FREAS – Computing Operations

POSITION: POS Support Assistant – Misc. Wage (non-benefitted, part-time)
LOCATION: Newark Campus

CONTEXT OF THE JOB:

Under general supervision of POS Support and Facilities Computing Operations, the POS Support Assistant performs a variety of routine and non-routine, entry-level, hardware and software functions, following established procedures. The POS environment includes:

- All service points related to Dining Services (residential dining halls, food courts, coffee/snack bars, concessions, catering, convenience markets, etc.)
- Non-Dining retail locations on the Newark and Wilmington campuses
- Residential laundry rooms with FLEX readers
- Access locations utilizing Blackboard card readers on turnstiles (e.g., Library, CSB)
- Access locations using handheld or unattended readers (e.g., Stadium, basketball arena)
- Loaner/rental readers provided as a service to RSO’s and various UD academic and administrative departments
- Value-transfer stations supporting campus stored-value accounts
- Standalone credit-card terminals

For all the above areas, the POS Support Associate responds to trouble calls and service requests, and helps with ongoing management functions such as hardware upgrades, system installations or relocations, and other similar hardware-related tasks.

The POS environment is highly service-driven by its nature, because it usually involves customer-facing service points where there is a high priority on getting customers through the lines efficiently. Because of this, the POS Support Assistant must be able to respond quickly and appropriately to high-impact, high-visibility outages.

MAJOR RESPONSIBILITIES:

Hardware / Software / Application Support and Trouble Call Response (60%)
- Monitor RT and other inputs from UD users and customers
- Dispatch on-site as needed to respond to POS hardware or software failures
- Attend athletic events and other UD community events to respond to hardware problems
- Physically transport hardware as needed to swap in spares
- Help educate location managers and staff on best practices for using the POS systems
- Check and repair issues in POS application software causing customer outages
- Maintain spare inventory in a clean and organized fashion

Reader Loan/Rental Program Support (25%)
- Process card-reader requests from the request-form application
- Contact the requesters to coordinate delivery and pickup of the hardware
- Ensure waivers are completed
- Train the hands-on users in effective use of the hardware
- Deliver ad hoc reporting as needed
- Meet with new users to demonstrate program offerings of the program
Unit Support Responsibilities (15%)

- Assist as needed in VTS maintenance
- Assist with initial setup and configuration of new hardware
- Process RMA’s for hardware repairs
- Other duties as assigned.

QUALIFICATIONS:

- High School Diploma or GED
- Two years technical experience with POS systems, and/or PC equipment preferred
- Experience with MS-Windows administrative functions and tools preferred
- Basic proficiency with office productivity tools, e.g., email, MS Word, MS Excel
- Strong organizational skills, and high level of attention to detail.
- Ability to handle multiple assignments concurrently.
- Ability to communicate effectively with people of all ages and diverse backgrounds.
- Excellent customer service skills.
- Ability to work independently or in a team environment as needed.
- Must be able to work off-hours or weekend hours, when requested.
- Be physically able to lift and move equipment weighing up to 50 pounds.

COMPENSATION:
This is a part-time, 29-hours a week or less, miscellaneous wage position with no University benefits. Compensation is $22/hour.

TO APPLY:
Please send your resume, cover letter, and contact information for two references to email marked ("POS Support") to: sboyle@udel.edu.

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