

# IT and POS Coordinator, FT

The Kootenay Co-op is looking for a new IT and POS Coordinator to join our team. This is a full time 24-32 hours a week position. In this role you will be the go to person for the Co-op's point of sale systems, inventory databases, and IT systems. We are looking for someone who is flexible with their schedule to troubleshoot issues as they arise.

## SKILLS

- Understanding of general computer systems and networking
- Medium to advanced knowledge of Excel and other MS Office products
- Ability to work independently is required
- Strong organizational and time management skills. Prioritizing competing tasks is extremely important
- Experience with basic record-keeping, purchase orders, invoices, etc.
- Ability to keep detailed records and develop system documentation
- Ability to troubleshoot system errors and work with various third-party IT support companies to resolve issues on a timely basis
- Excellent communication skills. Keeping your manager(s) apprised of current tasks, upcoming tasks and priorities is key to this role

## DUTIES AND RESPONSIBILITIES

- Manage all aspects of our Grocery Point of Sale system called SMS
- Ensure accurate and up-to-date POS data, utilizing SMS analysis tools to determine errors and other problems related to inventory and margins
- Maintain software & hardware (includes order, install and test POS related hardware including tills, drawers, back-up battery modules (for power failures), till pin-pads, till scanners, PDAs, scales, label printers, and other hardware as necessary)
- Assisting departments using Ishida scales to troubleshoot when issues arise.
- Manage our relationship with our POS providers and work closely with them to address all support requests on a timely basis
- Support all store staff by troubleshooting all POS related issues, effectively prioritizing all support requests, and communicating progress on a daily/timely basis
- Act as store liaison with third party IT support services
- Troubleshoot IT issues where possible or direct to third party
- Coordinate IT and POS third party providers when necessary
- Document all POS changes and communicate changes to staff
- Develop and maintain training materials and train staff on using the system
- Other duties as required

**RATE: \$18.50 - \$23.00/ hour based on previous experience.**