



Job Title: Restaurant Systems Specialist

Department: Information Technology
Reports To: Restaurant Systems Manager
FLSA Status: Non-Exempt

General Purpose

Serves as the second point-of-contact for technology support for Sonny's restaurants.

Essential Duties (may include, but not limited to)

- Support and Training (40%)
 - Troubleshoots issues with Restaurant Systems; Identifies trends and root cause
 - Prioritizes and responds to support cases as they are received
 - Provides recaps and follow-ups with issues; provide solutions
 - Coordinates with Restaurant Systems support teams (both with franchisees and vendors) on resolutions to escalated issues
 - Tracks long term support issues and system bugs
 - Communicates fixes and updates on support cases to Users and Management
 - Assists in creating training materials and support material for all users
 - Coordinates and trains systems features, functions, and best practices to all applicable users
 - Supports SFC with any escalated support needs
- Systems (40%)
 - Creates discounts and promotions and other needed adjustment in the POS; links to reporting for store and above store viewing
 - Tests promotions in the system before implementation and "go-live"
 - Coordinates system release changes to the field to make sure that restaurants are impacted as little as possible
 - Maintains alignment and consistency between stores in all systems in the background as well as for the user
 - Manages user access and access levels in the technology systems
 - Reviews and tests vendor updates and new features
 - Communicates to vendors on questions and concerns from users; Provides updates as needed
 - Completes custom system service requests
- New System Rollouts (20%)
 - Coordinates gathering information from Franchisee's for store set up
 - Programs user and access levels
 - Programs cash drawers and safe deposit amounts
 - Coordinates and Programs the restaurant system Integration
 - Configures dining room layouts in systems as needed
 - Configures items routing/ kitchen routing per franchisee request
 - Guides franchisee and manager through rollout; Provides support for questions and concerns during go live date and post rollout
 - Coordinates and retrieves set up information from vendors

Required Education and Experience

- Bachelor's Degree in Computer Technology, or related field; or any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities.
- 3 Years previous experience in a computer tech support position; or equivalent combination of education and experience.
- Demonstrated experience in customer service and project management.
- Previous experience performing tasks found in the Essential Duties above.

Required Knowledge, Skills, and Abilities

- Knowledge of Sonny's Brand and the restaurant industry.
- Knowledge of computer hardware, software, network, application systems, tools, equipment, and other technology as it applies to the position.
- Strong interpersonal, teamwork, and communication skills.
- High level of attention to detail.
- Strong problem-solving skills and logical decision making.
- High drive, sense of urgency, and initiative; ability to produce results and accomplish goals in a fast-paced, changing work environment.
- Strong creative and critical thinking skills.
- Strong skill in building and maintaining relationships.
- Strong skill in reading, writing, math, analyzing, and interpreting general business documents.
- Strong listening and reasoning skills.
- Strong computer skills, including experience with Microsoft Office programs.
- Strong instructional skills.
- Ability to work independently and collaboratively with other departments.
- Ability to prioritize, organize and manage multiple projects with sensitive deadlines and changing environment.
- Must display integrity, strong work ethic, and professional demeanor.
- Must be dependable and reliable.
- Ability to adapt with change, deal with high stress situations, and be flexible.
- Ability to anticipate and meet the needs of others.
- Ability to comply with federal, state, and local regulations, and company safety policies.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Restaurant Systems Specialist is regularly required to sit, talk, listen and hear. He/she frequently is required to use hands and fingers to handle or feel. This position requires the ability to occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision.

While performing the duties of the job, the Restaurant Systems Specialist will work in a well-lit, open environment. The work may involve some bending, standing or walking. Job duties are not hazardous or physically strenuous. However, the work sometimes is performed under pressure when the stress of deadlines occurs. The noise level in the work environment is usually moderate.

If working in the restaurants, the Restaurant Systems Specialist is regularly required to stand for prolonged periods of time, handle products and tools, paperwork and equipment, and communicate with Franchisees, Guests, Managers, and Team Members, including listening, hearing, and speaking. The position requires continuously bending, reaching, crouching, touching, feeling, tasting, wiping, smelling, and possibly inhaling smoke from a wood-burning cooker. Regular lifting and/or moving up to 20 pounds, frequently lifting and/or moving up to 35 pounds, and occasionally lifting and/or moving up to 50-75 pounds may be necessary. The Restaurant Systems Specialist may work with or near moving mechanical parts, cleaning chemicals, may be exposed to wet and/or humid conditions, and may be exposed to temperatures between 0°F and 100°F. If working near food, frequent washing of the hands is required.

Occasional travel is required. Support calls after normal business hours may be required in this position.

I have read and acknowledge that I am responsible for the duties within the attached Restaurant Systems Specialist Job Description:

Signature _____

Print Name _____

Date _____