

Managed Services Job Specification

Job Title: Managed Services
Department: Logistics
Reporting To: Managed Services Team Leader

The Company

Secure Retail is a leading Distributor in Retail Payment Solutions and specialises in market leading tablet based point of sale hardware and ePOS software.

Aim of the Department

The aim of the department is to deliver an efficient 'Swap Out' service, meeting the required deadlines of customers and the Company.

Purpose of the role

The purpose of the role is to facilitate the 'Swap Out' process; log faulty devices, test the returned PIN Entry Device (PED) and customise and load software when required to meet the requirements of the customer following the correct processes established by the Company.

The role

The role is to process incoming faulty PED's as reported by the customer either by email or phone;

Establish whether the device is a valid 'swap', ie is it under warrantee, and whether the fault can be fixed on-site? If the PED cannot be fixed on site then a replacement terminal is configured and the 'swap' is processed through our next day service on-site at the customers' premises.

The faulty terminal once returned to Secure Retail's premises, is then tested and returned to the manufacturer if necessary for repair.

The team is also responsible for the following:

- Device testing and returns
- WEEE disposal
- Monthly stock takes
- Reports: monthly testing report, weekly swap report, customer reports

Oversee Customer Returns:

- Incoming returns request from customer
- Returns received processing and testing
- Device returns upgrading and processing

Key skills

- Strong IT skills and experience of using Microsoft Excel and Word software packages
- To have an enthusiastic interest in communications and IT technology
- Good communication skills
- The ability to work in a team environment
- Able to quickly react in a busy working environment to ensure that our customer's requirements are met
- To be able to work under pressure and work to deadlines
- Have a flexible approach
- An attention to detail and accuracy are essential, along with the ability to follow procedures

Role Expectations

You will be expected to develop a strong technical knowledge and be able to cope well in an environment where the priorities can change quickly.

Requirement to Learn

In order to successfully perform in the role it is necessary to continually develop personal knowledge of:

- The customer's requirements
- Products - updates on existing products, new products and suppliers
- The company software
- The company's processes and procedures

It is the responsibility of Managed Services to continually develop his/her knowledge in these areas and to demonstrate that development.

Additional Information

The role offers 33 days per year holiday including bank holidays. An on-site gymnasium, Company Pension, Private Health Insurance and the opportunity to join the Company Bonus Scheme subject to a satisfactory three month review.

The standard working hours are 9:00 am to 5:15 pm with a 45 minute unpaid lunch break.

All employees undertake a DBS (criminal record check) and credit check.

Applications

Please send your CV direct to Rachel Waby, HR & Training Manager by the closing date rachelw@secure-retail.com