

IT Support Specialist

C.E. Taylor Oil, Inc. (dba Chuckles Convenience Stores) - Evansville, IN

Normal Work Schedule

Note: The hours and days of work are established as needed by operations and at the discretion of management, while generally as shown below, may be changed (increased or decreased) by management as required.

Hours of Work: 7:30am to 5pm, also as needed in emergency IT situations

Days of Work: Monday through Friday, occasional weekends

EDUCATION AND EXPERIENCE REQUIREMENTS

The minimum Formal Education preferred to be considered for this position is (indicated level and years of education and, if a degree is required, the major):

- 2+ years of information technology experience; strong networking and programming skills.
- AA/AS degree in computer related field (or similar course of study)
- BA/BS degree in computer related field (or similar course of study) preferred

Specialized or technical knowledge, credentials or licensing required for the position include:

- Knowledge of point-of-sale (POS) systems and/or fueling dispensers
- Experience in networking, technology development, hardware/software upgrades
- High level of attention-to-detail and customer service oriented
- Ability to multi-task in a fast-paced environment

The minimum number of Years and/or Months of prior and related experience preferred to be considered for this position:

- 2 Year(s) 0 Months

ESSENTIAL PURPOSE OF THIS POSITION

The overall purpose of this position, i.e., what it accomplishes at CE Taylor Oil and/or why it exists is:

- Primary responsibility is to provide technical support to convenience store locations on a wide range of applications including ERP/POS software, wireless networking & land/ISP accounts, mobile technologies, loyalty program, and the company website.

PRINCIPAL POSITION RESPONSIBILITIES

Describe below the major responsibilities of this position which must be fulfilled with or without reasonable accommodations in order to achieve the essential purpose of this position.

- Act as hardware/software support to the company in its entirety, remote and field locations.
- Respond to user requests for service and determine nature and extent of support needed.
- Install, configure, maintain, and troubleshoot a wide range of software used including those pertaining to our POS system, back office software and networking.
- Perform hardware/software upgrades to existing computer equipment as needed.
- Maintain up-to-date expertise in the operation and application of industry technology software and a working knowledge of a wide variety of commonly used hardware and software.
- Meet with and advise management and other appropriate staff in the design, implementation, and configuration of networked technologies.
- Maintain PCI & EMU compliance in accordance with PCI security standards council.
- Perform other related duties as required to accomplish the objectives of the position.

DECISION-MAKING RESPONSIBILITIES

Describe the decision-making authority of this position, the nature and extent of supervision available and the point at which higher approval is required.

- This position has authority to make decisions regarding immediate IT support must confer with upper management on expenditures.

ENVIRONMENTAL FACTORS AND PHYSICAL REQUIREMENTS

The environmental factors and/or physical requirements of this position include the following:

- Standing and moving on dry and/or moist floors up to 9 hours in a single interval.
- Exposures to varying temperatures based on weather conditions (outside) and 32 degrees to 75 degrees Fahrenheit (inside)
- Bending, twisting, lifting, reaching, sitting, and grasping varies in repetitions, distances, degrees, angle, weights, height, intervals of time, objects grasped, and body positions depending upon the task being performed.
- Exposure to dirt, dust, other fluids that may soil clothing.
- Exposure to cleaning chemicals found in a convenience and/or foodservice operations.

Job Type: Full-time

Required education:

- Associate

Required experience:

- networking: 2 years
- point-of-sale systems: 1 year

Required license or certification:

- Drivers License