

Job Description: Information Technology Technician

Position: Information Technology (IT) Technician

Location: Various Locations (Local travel required)

Company Overview: Join our dynamic team at SNOQSR, we are a locally owned central valley restaurant chain. We operate several fast-food restaurants and are seeking a skilled IT Technician to maintain and enhance our technological infrastructure.

Key Responsibilities:

Provide timely and efficient technical support to restaurant staff for all hardware and software issues, including POS systems, ATMs, cameras, computers, laptops, tablets, and printers. Install, configure, and maintain network equipment and cabling to ensure seamless connectivity of IOT devices. Set up and deploy new hardware and software systems, including security cameras, POS systems, and ATMs, ensuring they are fully operational and integrated with existing systems. Diagnose and resolve technical issues related to hardware, software, and network connectivity, minimizing downtime and ensuring business continuity. Assist with the maintenance and troubleshooting of custom websites and web applications, collaborating with managers to address any issues or enhancements, experience with cloud environments and programming languages such as PHP, JavaScript and Python. Experience with Node.js and frontend frameworks. Train restaurant staff on the use of various hardware and software systems, ensuring they are confident and capable in their roles. Maintain accurate records of installations, configurations, maintenance activities, and support requests to ensure efficient tracking and reporting. Provide remote support to restaurant locations as needed, using remote access tools to troubleshoot and resolve issues.

Qualifications:

- **Education:** HS Diploma.
- **Experience:** Minimum of 2 years of experience in IT support, preferably in a fast-paced, multi-location environment.
- **Technical Skills:** Proficiency in configuring and troubleshooting POS systems, ATMs, network switches, routers, printers, and end-user devices (computers, laptops, tablets).
- **Problem-Solving:** Excellent problem-solving skills with a proactive and solution-oriented approach.
- **Availability:** Willingness to travel between restaurant locations and provide on-call support as needed.