



Title: Customer Support and Integration

Location: Newark, New Jersey

Position Description:

Direct Customer Support to BRPOS scanning and Installation and setting up the stores.

- Field Work.
- Assist with the completion of the data upload and creating the Pricebook for the BRPOS
- Conduct field visits to retail agents in the designated territory (including equipment deployment and set-up).
- Ensure retail agent are set up and train
- Train and/or retain new and existing store
- Coordinate escalation as needed
- Light Tech Support - Handle preventative maintenance on Retailer hardware - i.e. spyware, viruses, computer updates, POS, printer installation, etc.
- Interact with the Operations/Support teams from the field.
- Carry extra equipment in the event any hardware changes/swaps are necessary.
- Secondary responsibilities - Back-end operations at the local office level to support IDT retail distribution channel

Qualifications:

- Proficient in Office and Operating systems(windows, android)
- Light Technical skills
- Attention to details
- Team player/builder
- Bilingual: Fluent in English and Spanish
- Some College
- Great Personal Skills
- Good communication skills.
- Ability to work independently, as it requires mostly field work.

To apply for this position, please e-mail your resume to susan.nankivell@idt.net.