EM(ENTERPRISE MANAGEMENT) ADMINISTRATOR : MICROS DIVISION

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Position Title: EM Administrator
Position reports to: EM Manager
Direct Reports: None
Office Location   Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

- The purpose of the role is to provide a high-quality EM Administrative support and service to business operations functions.
- The EM Administrator is required to maintain EM databases for MICROS clients to the satisfaction of clients, employees and Management.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Provide support to line managers in developing job profile for a new vacant position
- Manage administration of all client databases controlled by Micros SA using RES/Simphony product suite.
- Manage communications with client regarding EM database administration and maintain a reply within 4 hours of the original emails during office hours.
- Manage database change process in accordance with client SLA.
- Assist with new enterprise database creation and deployment.
- Travel to clients' sites.
- Provide client training related to enterprise database control.
- To provide telephonic / remote / onsite support for all RES products.
- Clients on 'Credit Hold' are not to be supported without authorization by Management.
- To ensure accurate and timely updates of logged support issues on the in-house call logging system.
- To be aware of escalation procedures as communicated from time to time. Escalation procedures may vary for corporate accounts.
- Be responsible for interaction with customers via email, telephone, fax etc.
- Research and test problems to confirm, isolate and identify what caused the problem and solutions. When unable to resolve problems, escalate to the correct channels.
- Maintain all EM database related documentation required by MICROS-Fidelio.
- Assist with the occasional implementing, testing and writing of any documentation that may be required.
- Test and troubleshoot new versions prior to release.
- To employ sound decision making when dealing with customer support issues i.r.o. escalation (EAME, USA, and others); resolve customer issues in the most efficient manner, in the shortest possible time.
- To maintain effective communication with our customers at all times, through a planned program of scheduled telephonic conversations and meetings.
- Inform the relevant account managers of support / maintenance issues regarding their clients.

- To occasionally assist the sales department with any requests that may assist the sales department to close a sale. This includes technical information, software information and sales demonstrations.
- Maintain client files, filing of all installation and support documentation, including the internal support system.
- Maintain 97% SLA on EM cases
- To present training courses as required.
- Perform all UAT testing prior to deployment.
- Ensure 100% successful/accurate deployment.
- Adhere to EM SLA standards and timelines.

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Matric / Grade 12 / Equivalent
- IT qualification (advantageous)
- Minimum 5 years' experience within the restaurant industry
- Knowledge of the Micros POS system / EM administration software (MECU)
- Installation of Micros equipment advantageous
- An understanding of the POPI Act

DESIRED SKILLS AND QUALITIES

a) Personal Attributes and Qualities

- Demonstrate aptitude or competence for assigned responsibilities
- Demonstrate ability to take initiative and carry our assigned tasks to completion
- Manage time, resources well and demonstrate good organisational skills
- Committed, motivated and able to achieve tasks in line with deadlines
- Able to prioritise importance tasks and adhere to deadlines
- Be proactive and customer focus
- Excellent communication skills, both oral and written
- Meticulous, with high attention to detail
- Good inter-personal skills
- Able to maintain a very high degree of confidentiality
- Good customer service
- Able to work under pressure

Contact Person: Mandy Barret

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