

Promotion Retail Automation & POS Specialist

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Company: Puma Energy

Location: Lusaka

Category: other-general

Main Purpose:

To oversee the implementation, integration, and maintenance of automation systems within retail operations in the oil and gas sector. To ensure smooth operations by troubleshooting technical issues, providing support to staff, and analyzing data to optimize inventory levels and sales performance. Additionally, to manage vendor relationships, ensuring compliance with industry standards and security protocols. Through continuous evaluation and enhancement of automation systems, to strive to improve efficiency, reduce costs, and enhance the overall customer experience. This role is critical in leveraging technology to drive business growth and competitiveness in the retail sector of the oil and gas industry.

Knowledge Skills and Abilities, Key Responsibilities:

1. POS System Management:

Install, configure, and maintain the POS systems at fuel retail sites.

Monitor the performance and availability of the POS systems, ensuring optimal operations.

Perform regular system updates, patches, and upgrades to ensure security and functionality.

Collaborate with vendors and internal teams to resolve system-related issues and implement enhancements.

2. Technical Support:

Provide technical support to fuel retail site staff for POS system-related inquiries, issues, and incidents. Coordinate vendor activities, such as system updates, maintenance, and issue

resolution.

Troubleshoot and resolve hardware and software problems related to the POS systems

Act as the point of escalation for complex or critical POS system issues, ensuring timely resolution.

Create and maintain technical documentation, including troubleshooting guides and standard operating procedures

3. Vendor Management:

Collaborate with POS system vendors to ensure efficient support and effective vendor management..

Coordinate vendor activities, such as system updates, maintenance, and issue resolution.

Participate in vendor evaluation and selection processes, providing technical input and expertise.

4. Security and Compliance:

Implement and maintain security measures for the POS systems, including user access controls and data protection.

Stay updated on industry trends and regulations related to fuel retail site operations and POS systems

Ensure compliance with relevant security standards, such as Payment Card Industry Data Security Standard (PCI DSS).

5. Training and User Support:

Conduct training sessions for fuel retail site staff on POS system usage, features, and best practices.

Develop training materials and user guides to facilitate efficient system usage

Provide ongoing user support and guidance, addressing user inquiries and assisting with system-related challenges

Qualification :

- Bachelor's degree in Business, Finance, IT, or a related field (or equivalent experience).

Competencies

Technical Proficiency: Mastery of automation systems, including POS systems, fuel dispensers, and inventory management software, along with a strong understanding of industry-specific technologies.

Problem-Solving Skills: Ability to troubleshoot technical issues, identify root causes, and implement effective solutions to ensure smooth operation of automation systems.

Analytical Abilities: Proficiency in data analysis to extract insights, identify trends, and make data-driven decisions to optimize inventory levels, sales performance, and customer experiences.

Communication and Collaboration: Strong communication skills to effectively liaise with retail staff, vendors, and other stakeholders, along with the ability to collaborate across teams to implement and integrate automation systems.

Adaptability and Learning Agility: Willingness to adapt to new technologies and industry trends, along with a commitment to continuous learning to stay updated on advancements in retail automation and oil & gas industry practices.

Project Management: Ability to manage multiple projects simultaneously, including system implementations, upgrades, and enhancements, while adhering to timelines, budgets, and quality standards.

Regulatory Compliance: Knowledge of industry regulations and standards related to payment security, fuel dispensing safety, and data protection, with the ability to ensure compliance within automation systems.

Customer Focus: Dedication to enhancing the overall customer experience through the implementation of automation systems that streamline processes, improve service, and offer personalized solutions.

Vendor Management: Skill in managing vendor relationships, including procurement, contract negotiation, and vendor performance evaluation, to ensure the successful implementation and support of automation systems.

Attention to Detail: Thoroughness in system configuration, testing, and documentation to ensure accuracy, reliability, and security within automation systems.

Additional information:

This position require travel and participation in on-call support.

Flexibility in working hours to accommodate occasional evening or weekend support needs.

The responsibilities and qualifications listed above are not exhaustive, and additional duties may be assigned as needed

Key Relationships and Department Overview:

Internal – Employees, Regional/Global IT team

External– IT related Service providers

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