

Adapt IT Vacancy

EM Administrator

Location: Johannesburg

Business Unit: Micros

Description

The EM Administrator is required to maintain EM databases for MICROS clients to the satisfaction of clients, employees and Management.

Role Requirements

- 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.

Education & Experience

- Matric / Grade 12 / Equivalent
- IT qualification (advantageous)
- Minimum 5 years' experience within the Restaurant industry in a management position
- Knowledge of the Micros POS system/EM Administration (MECU)
- Installation of Micros equipment advantageous

Adapt IT is committed to successfully implementing employment equity initiatives that actively promote our Broad-Based Black Economic Empowerment (B-BBEE) policy.

Contact person: [Absai Gama](#)

Apply Here: <https://www.dittojobs.com/jobs/view/3862283553>

Position status: [Open](#)