



POSITION:	Information Technology (IT) Specialist
DEPARTMENT:	Corporate - ESquared Hospitality
REPORTING TO:	Managing Partner
FLSA Status:	Exempt (Salary)

ESquared Hospitality is a multi-unit restaurant group that spans multiple cities and states. We are seeking an IT Expert that is Apple Certified (or that functions at an expert level) to assist with set-up and technical support of all locations technology needs (does not include POS). This is an in-office position, not a work-at-home job. (Very little travel required, as you can support cities outside of NYC remotely).

RESPONSIBILITIES

- Responsible for information technology (IT) throughout the organization, and all facets of IT management and control, including planning, recommendations for technical acquisitions, set-up and development of guidelines, standards and procedures. The IT infrastructure includes all hardware and software, owned or leased, including multiple operating systems and data communications.
- Provide direction for all telecommunications and infrastructure services which includes hardware installation, repair, replacement, connection, monitoring, security, backups and training services for computer.
- Provide the leadership for the continued evaluation and updating of software and technology.
- Provide technical support and help desk services. Up to 300 desktops/laptops, 15 servers, routers, VC equipment, switches, printers and other infrastructure and mobile devices in multiple locations and states.
- Assist with set-up and coordinating of new employee and location emails through Office365.
- Oversee research, coordination and preparation of specifications for RFQs and RFPs and recommendations for hardware, software, and service acquisitions, in conjunction with the business office.
- Development of guidelines, procedures and standards as they related to the use of information technology.

REQUIREMENTS

- Professional level varies; we will consider candidates at all levels. Must have experience with retail/restaurant technology, including location infrastructure
- Must be an Apple expert, as the majority of our equipment is Apple technology
- Must have previous experience working with information security
- Ability to work "hands-on" getting new hire or location equipment setup, solving issues or anything else needed
- Detailed experience with new technologies, hardware and peripherals
- Detailed experience in customer/client relation support
- Ability to prioritize time and strategy for support
- Ability to communicate effectively in a fast-moving, rapidly growing environment

This job description is intended to describe the general requirements for the performance of this job. It is not a complete statement of duties, responsibilities or requirements. Other duties not listed here may be assigned by leadership.