

Senior Retail Engineer

As a Senior Retail Engineer you will manage and own the integration between retail hardware and software, ensuring compatibility, defining specifications and processes for the Self-Serving Betting Terminals (SSBTs) and EPoS hardware. You will be working with hardware manufacturers and vendors to ensure hardware and operating system is fully prepared for final configuration and shipping, as well as working with FSB teams.

You will manage the relationship between FSB and hardware manufacturers, working closely with the Head of Retail and the Retail Delivery Manager to ensure a smooth reliable delivery of FSB's retail solutions.

Responsibilities:

- Maintaining an on-going relationship with hardware manufacturers and vendors, from proposition onboarding, through to pre-launch activities, launch day support and in-life hardware failures and replacement.
- Working with device manufacturers to ensure that terminal validators are running the latest currency datasets.
- Maintain records of operators and devices along with specifications and warranty details.
- Working with hardware suppliers to produce service manuals and other supporting material.
- Testing terminals prior to launch and arranging delivery of terminals to customer stores.
- Installing terminals on launch day and providing P1/P2 support to ensure SSBTs and/or EPOS systems are working satisfactory during launch and then handing over BAU support to the Help Desk.
- Dealing with in-life hardware failure and ordering and fitting of new parts and implementing workarounds, when required.

Requirements:

- Windows 10 (building, imaging and deploying).
- Expert with managing and resolving hardware and software issues.
- Hardware integration and testing, in the form of (and not limited to) printers, touchscreens; barcode scanners, card readers and note/coin devices.
- Have an understanding of Wi-fi fundamentals in a commercial environment.
- Software installation experience using Anydesk and rollout automation.
- Procurement and vendor management.
- Strong communication skills and an effective communicator with senior management, customers and third parties.



Please note that FSB is currently practicing remote working, however there will be a requirement to attend the Central London office when required by the business. Travel to vendor and customer sites will also be required to support assignments.

Please submit your resume via the FSB website:

<https://fsbtech.com/careers/>