

# THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



## WE'RE LOOKING FOR:

Support Technician

Profitability Analyst

Software Developer

Click on a name to learn more!

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## WHAT ARE THE BENEFITS OF WORKING AT THE HOME OFFICE?

### Paid Time Off\*

- Up to 17 PTO days per year
- 1 week vacation on your first day
- All standard holidays (and then some)!
- 3 month paid leave of absence (after every 5 years)

Health Care for a very low contributory cost\*

Retirement Plan with employer match

Dog friendly work environment

FREE Coffee at the Home Office Training Center

\*For all full-time positions

Resumes should be sent to [jobs@biggby.com](mailto:jobs@biggby.com).  
Include the job title in the Subject line.

**BIGGBY COFFEE Home Office**  
**2501 Coolidge Road, Ste 302, East Lansing, MI 48823**

**JOB DESCRIPTION**  
**Support Technician**  
**\$14.21/hourly**

**Description:**

The Support Technician is a self-motivated, customer-service oriented individual with specialized skill sets in troubleshooting computers and building, staging and installing basic desktop and network setups for our retail locations as well as the Home Office.

**Direct Supervisor:** BRAINS Sphere HR Supervisor

**Responsibilities and Duties:**

- Phone and remote assistance technical support for a variety of issues
  - Windows operating systems
  - Networking
  - POS software support
  - Phone Support
  - Remote Support
  - Home Office Support
- Building, staging and installing computer systems
- Logging technical support histories via tickets
- On-call emergency support
- Configure and ship replacement hardware
- Other duties as assigned

**Preferred Experience:**

- Windows 7/10 troubleshooting and installation
- Network troubleshooting
- A variety of hardware and software setup
- Customer service in technical support or retail applications
- Executing commands via Command Prompt
- Amazon Web Services
- Linux
- Office 365 – Including SharePoint

**Requirements:**

- Must demonstrate the ability to communicate effectively in written and spoken English
- Expressing or exchanging ideas by means of spoken word
- Perceiving the nature of sounds at normal speaking levels with or without correction, and having the ability to receive detailed information through oral communication.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Exerting up to 50 pounds occasionally and/or up to 20 pounds frequently
- Ability to work weekends
- Must demonstrate the ability to navigate standard formatting and functions within the Microsoft Office Suite including: Outlook, Excel, Word and Power Point.
- Travel is a necessary component of the IT Support position; a valid drivers' license and the ability to travel from market to market is required. Travel may necessitate hotel stays when traveling to remote market areas.
- Must maintain the level of insurance required to operate BIGGBY fleet vehicles.

**JOB DESCRIPTION**  
**Profitability Analyst**

**Title:** Profitability Analyst

**Location:** East Lansing, MI

**Type:** Full Time

**Salary:** \$40,000-\$70,000 based on experience

**Description:**

We are looking for an analytical, self-motivated, critical thinker to join our dynamic team as a Profitability Analyst. The Profitability Analyst must possess strong analytical, administrative and organizational skills. This role requires the ability to interpret data, assess trends and trajectories and make recommendations to Leadership to support strategic planning, business decisions and developing marketing platforms across the Organization.

**Direct Supervisor:** Best Sphere Director

**Responsibilities and Duties:**

- Analyze and interpret store level financial data
- Develop and perform product or customer level profitability analysis and performance tracking to support strategic decisions on existing products, new product development, marketing campaigns and other product related profitability decisions.
- Identify, clean, validate, and transform data into meaningful insight to help solve relevant business problems based on store level financial data.
- Occasionally perform ad-hoc reporting to answer specific inquiries
- Complete monthly reports (charts, data, and graphs) in a timely and accurate manner like monthly summary KPI meetings
- Review findings, isolate points of opportunity, trends, trajectories and areas of business and market potential
- Other duties as assigned
- Ability to perform ROI analysis on products, equipment & inventory.
- Ability to forecast product performance based on previous trends & market analysis.
- Ability to extrapolate individual financial data to market & systemwide KPIs.

**Experience:**

- Degree in Accounting, Finance, Economics or related field preferred. With proper education, no experience is required; however, one year of relevant experience is preferred.

- Proficient in Microsoft Office Suite – proven ability to generate graphs/charts along with a strong skillset to put together presentations for executive level reporting.
- familiarity or experience analytics and visualization tools like:
  - Excel Pivot Tables
  - Power BI
  - Tableau
  - SPSS
  - MicroStrategy

**Requirements:**

- This position requires the ability to communicate effectively in written and spoken English.
- Must have excellent written and oral communication skills including professional grammar and demeanor
- Ability to adapt to constant change and innovation. Able to deal with frequent change, delays, or unexpected events.
- Commitment to excellence and high standards
- Effectively prioritize and execute tasks in a high-pressure environment
- Desire to improve self / area / company (including pursuing additional training, if needed)
- Ability to demonstrate personal accountability, take ownership of work, and apply learned concepts
- Expressing or exchanging ideas by means of spoken word.
- Perceiving the nature of sounds at normal speaking levels with or without correction, and having the ability to receive detailed information through oral communication.
- Exerting up to 50 pounds occasionally and/or up to 20 pounds frequently.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.

# Job Description

## Software Developer – Data and Reporting

**Title:** Software Developer – Data and Reporting

**Description:**

This is an exciting opportunity to become part of a small team of software developers working on next generation point of sale and consumer focused software products.

We are looking for a passionate Data & Reporting Developer to turn data into information, information into insight, and insight into business decisions. You will conduct full lifecycle activities to includes requirements analysis and design, develop analysis and reporting capabilities, and continuously monitor performance and quality control plans to identify improvements.

Preferred working experience in Agile methodologies (Scrum/Kanban), software integration, and quality fundamentals.

**Direct Supervisor:** Brains Project Manager

**Responsibilities and Duties:**

- Interpret and analyze requests and build reports and tools
- Develop and implement data collection systems
- Acquire data from primary and secondary data sources and maintain databases
- Identify, analyze, and interpret trends or patterns in complex data sets
- Work closely with management to prioritize business and information needs
- Locate and define new process improvement opportunities
- Maintain documentation around data handling activities and customer reporting processes.

**Requirements:**

- Minimum 3 years of experience
- Authorized to work in the United States
- Able/willing to work onsite in Michigan

**Preferred (but not required):**

- AWS QuickSight, RedShift
- CI/CD
- Jira
- SQLCipher 3.5
- MariaDB and Galera Cluster
- Android development
- iOS development
- QT Framework

**Soft Skills:**

- Passion for Computer Science, Software Development & Software Engineering
- Positive Attitude
- Attention to Detail
- Advanced Proficiency in English
- Writing and Communication