



## AI Hardware & Print Configuration Specialist

Contract | AI | Side-Gig Friendly | 100% Remote

DineLineAI is transforming how restaurants handle phone orders using advanced conversational AI that processes real-time menu logic, upsells, customisations, and deals. As we scale, each new restaurant joining our platform must have accurate, complete, and fully validated menu data so that our LLM can process voice orders flawlessly every time.

We are seeking an experienced, highly practical Hardware & Print Configuration Specialist to support new and existing restaurant installations by ensuring tablets and docket printers work seamlessly with the DineLineAI web application.

**This role is perfect for someone who prefers flexible contract work that can be done after hours from home, enjoys hands-on troubleshooting, is curious about working inside an AI company, and wants real-world experience supporting an AI product in production environments.**

### About the Role

Restaurants provide their own tablet and docket printer as part of onboarding. Because DineLineAI works across a wide range of devices (iOS/Android) and printer types (Bluetooth/Ethernet/Wi-Fi/USB), some venues experience configuration challenges—such as unreliable notifications when devices sleep, UI refresh issues, or inconsistent print formatting.

You will be responsible for diagnosing and resolving these issues by determining the correct device, driver, and connectivity settings required for stable, repeatable setups. This role is contract-based, paid hourly, and typically assigned per onboarding case or support request.

## What You'll Be Doing

### Tablet Setup & Reliability

- Configure iOS and Android tablets for reliable day-to-day restaurant operation.
- Diagnose and resolve UI refresh and display issues (including behaviour after sleep/low power modes).
- Improve notification reliability and operational stability in real-world service conditions.
- Standardise practical device settings to reduce future support requirements.
- Check for accuracy in pricing, naming, categorisation, modifiers, exclusions, and upsell logic.

## **Docket / Kitchen Printer Configuration & Troubleshooting**

- Set up and troubleshoot docket/kitchen printers across common connectivity options: Ethernet, Wi-Fi, Bluetooth, and USB.
- Diagnose printing issues including alignment problems, scaling, partial prints, delays, queue issues, intermittent disconnects, and inconsistent cutting.
- Configure printer preferences and output settings (paper, density, formatting, cut settings, and device-specific behaviours).
- Identify printer driver and OS-level requirements to ensure consistent print results.

## **Connectivity & Network Troubleshooting**

- Resolve common onsite network issues impacting printing and device communication (DHCP/static IP configuration, Wi-Fi stability, isolation settings, router/firewall constraints).
- Troubleshoot Bluetooth pairing, reconnection reliability, and device persistence issues.
- Validate end-to-end stability across tablet → web application → printer output.

## **Documentation & Continuous Improvement**

- Document “known-good” configurations by printer/tablet model to accelerate future installs.
- Produce clear handover notes for onboarding and support teams.
- Identify repeat patterns and recommend improvements to setup guides and internal troubleshooting playbooks.

## **Internal Collaboration**

- Work closely with onboarding and engineering to support smooth restaurant activation.
- Provide structured feedback on hardware trends and recurring issues across deployment

# Who We're Looking For

## Essential Experience

- Proven experience configuring and troubleshooting printers (ideally docket/kitchen printers or POS-adjacent environments).
- Strong understanding of OS-level configuration, drivers, device settings, and print workflows.
- Comfortable diagnosing issues across hardware, network connectivity, and application behaviour.
- Ability to troubleshoot remotely using calls, screen-sharing, photos, logs, and step-by-step guidance.

## Essential Qualities

- Calm, systematic problem-solver with a practical, methodical approach.
- Clear communicator who can support restaurant teams during time-sensitive situations.
- Able to work independently, manage assigned cases, and close issues with strong documentation.
- Professional, reliable, and responsive when supporting production environments.

## Nice to Have

- Experience in hospitality technology, POS, kitchen systems, or high-uptime service environments.
- Familiarity with network troubleshooting concepts (IP addressing, routing basics, access restrictions).
- Experience writing SOPs, setup guides, or troubleshooting checklists for non-technical users.

# Why This Role Is Unique

## Perfect as a flexible contract role:

- Remote, work-from-home delivery for most cases.
- Work can often be completed after hours or around other commitments.

- High-impact work supporting real restaurant operations and go-lives.
- Practical exposure to an Australian AI company deploying conversational AI in real-world environments.
- Opportunity to build specialist expertise across a wide variety of hardware and venue configurations.

## **What We Offer**

- Remote, work-from-anywhere flexibility.
- Hourly contract engagement (work assigned per venue onboarding or support request).
- Training on DineLineAI workflows and common installation patterns.
- Ongoing opportunities as new restaurants join the platform.
- Experience supporting an AI product operating in real-world production settings.

## **Apply Now**

If you enjoy troubleshooting complex device setups, improving operational reliability, and want hands-on experience working inside an AI company, we'd love to hear from you.

### **Remuneration**

Hourly contract rate (based on experience and scope per engagement).

If you're excited about AI, passionate about hospitality tech, and want to help build the future of the restaurant industry, we'd love to hear from you.

Send your CV and a brief introduction to: [careers@dinelineai.com](mailto:careers@dinelineai.com)