

# Frontline Technology Lead

## Role Summary

Ensure frontline technology supports how work actually gets done, every shift.

This role connects business priorities to the tools frontline employees use to execute their work. You will design and manage a practical, integrated technology ecosystem that improves efficiency, reduces friction, and enables consistent performance in real operating conditions.

You will guide the selection, implementation, and optimization of frontline technologies (hardware and software), while working across operations, IT, HR, L&D, and other functions to ensure tools fit the workflow and deliver measurable impact.

## What You'll Do

1. Define what good looks like on the frontline  
Understand how work gets done and translate operational needs into clear requirements for frontline tools and systems
2. Set and defend technology priorities  
Evaluate requests across the business and focus investment on the tools and integrations that will improve execution and efficiency; push back often, with justification.
3. Architect the frontline tech ecosystem  
Select and align tools into a connected system that supports employees across their day, rather than a collection of disconnected platforms and apps
4. Ensure tools fit the work  
Validate that technology aligns with real workflows, time constraints, and environments; prioritize ease of use and speed of access.
5. Drive adoption and usage  
Ensure tools are used consistently by frontline teams and managers; address barriers to adoption and reinforce usage through practical strategies and value propositions
6. Simplify the technology landscape  
Reduce redundancy, eliminate low-value tools, and streamline systems to make it easier for employees to solve problems quickly and confidently
7. Partner on long-term vision  
Work with operations, IT, and third-party providers, to shape a technology roadmap that equips frontline teams to execute on business priorities every day
8. Lead technology execution  
Guide implementation, integration, and ongoing optimization of frontline systems; ensure changes translate into improved performance on the job.

## Your Typical Week

- Review system usage and operational data to identify gaps and inefficiencies
- Observe how frontline employees use tools to spot friction and identify improvements
- Meet with operations leaders to understand workflow challenges and share upcoming changes
- Partner with IT and providers to prioritize fixes, enhancements, and integrations
- Support rollout of tools and updates with a focus on adoption and minimal disruption
- Lead discussions to simplify the tech ecosystem and prioritize investments
- Address urgent issues that impact frontline execution and tool performance
- Evaluate new tools based on fit and impact on the job

### How You'll Be Measured

- Execution on the job: Improvement in performance tied to tool usage
- Efficiency: Reduced time to complete tasks, fewer workarounds, and improved throughput
- Adoption and usage: Consistent use of tools across teams, shifts, and locations
- System effectiveness: Tools enable employees to complete tasks accurately and independently
- Consistency at scale: Reduced variability in execution driven by better system alignment
- Change adoption: Speed and effectiveness of tool-related changes without disrupting operations
- Cost impact: Reduced spend through consolidation, improved utilization, and fewer inefficiencies

### How We'll Support You

- Clear ownership of frontline technology: Authority to shape the technology ecosystem and prioritize investments tied to frontline performance in collaboration with operations and IT
- Access to operational environments: Time in the field and visibility into how tools are used on the job
- Partnership with IT and product teams: Direct collaboration on system selection, integration, and optimization; input into build/buy decisions that impact frontline operations
- Operational data and system insights: Access to performance metrics and usage data to guide decisions
- Support from business leaders: Alignment with stakeholders who prioritize practical, effective technology

### Experience and Capabilities We Value

- Understands frontline workflows and technology needs  
Experience supporting complex frontline operations; knows how this work gets done, the constraints of the environment, and the mix of systems required to support execution, including workload management, payroll, task management, communication, training, and performance support tools
- Has implemented and sustained frontline technology ecosystems  
Experience selecting, procuring, implementing, and maintaining complex, multi-system environments; understands integration, rollout, and long-term support in real operating conditions
- Considers the role of hardware in the work experience  
Understands how devices such as mobile phones, tablets, kiosks, wearables, and shared workstations impact access, usability, adoption, and performance
- Leverages AI to improve execution  
Understands how to apply AI within frontline environments to automate routine tasks and support performance without adding complexity
- Uses data to drive decisions  
Leverages system usage, performance metrics, and frontline feedback to identify gaps and continuously improve outcomes
- Evaluates technology with a practical lens  
Assesses tools based on usability, speed, and impact on performance, not just hype, feature lists, or vendor claims
- Translates technology trends into practical impact  
Stays current on emerging tools and trends, including AI, and prioritizes what will meaningfully improve frontline execution over what is new or popular
- Simplifies complex technology environments  
Has reduced tool sprawl, improved integration, and streamlined access to support across systems
- Works across functions  
Partners effectively with operations, IT, HR, and L&D to align systems with business needs and priorities

- Acts quickly with sound judgment  
Makes decisions in fast-moving environments while balancing user needs, technical constraints, and business priorities

#### Bottom Line

You will be given the ownership, resources, and cross-functional support required to shape how technology enables frontline work. In return, you are expected to focus on practicality, simplify where possible, and ensure every tool and system improves execution in real operating conditions.

You will be accountable for building a connected, scalable technology environment that adapts as the business evolves and ensures people have fast, reliable access to the support they need to deliver results.