



Field Support Engineer

Kiva Systems, Inc. is a rapidly growing Boston area robotics company that is revolutionizing supply chain operations. The Kiva Mobile Fulfillment System uses hundreds of mobile robots to automate distribution centers, dramatically increasing both productivity and flexibility. Our customers are national retailers, large catalog operators, e-commerce and other companies that ship direct to consumers, businesses and retail stores. Please see www.kivasystems.com for more information about us.

Kiva is seeking a talented and motivated individual to join our world class Customer Services Team. This team is responsible for our customers' total satisfaction with all facets of our installed systems which includes resolving all customer support requests, scheduled upgrades and maintenance, resolving equipment and software related issues as they occur as well as anticipating and suggesting new system enhancements to aid in the further optimization of customers' systems. The person in this position will be Kiva's point person at a specific customer facility, responsible for on-the-ground customer support of all facets of the installed system. In addition to the hundreds of autonomous robot drive units, the complete Kiva solution includes an overarching software system that controls and monitors both the robots and the inventory in the system. The primary focus for this position will be to activity monitor this system, adjusting it as needed for optimal performance and addressing critical issues before or as they happen to minimize any lose of the system performance.

The successful candidate for this position will possess a unique blend of IT and software skills which enable them to work at the "command prompt" level running scripts, querying databases and analyzing and diagnosing results, as well as monitoring and insuring continued performance of all related servers and wireless networks. The person in this position also needs to be self-motivated, able to perform independently and with-in a team environment. This position reports to the Customer Support Manager.

The Field Support Engineer is responsible for:

- Achieving high levels of customer satisfaction in a customer facing role
- Communicating effectively with both the customer and the rest of the Kiva team
- Setting reasonable customer expectations while resolving issues
- Educating the customer on how to operate the system to achieve optimal system performance
- Affectively diagnosing, documenting, and resolving all issues related the system's performance
- The timely and clear reporting of issues that could not be resolved independently
- Creating specifications and requirements for diagnostics tools
- Monitoring fleets of mobile robots, logging their individual maintenance issues and effectively communicating needed actions to the appropriate Kiva team members
- Maintaining the on-going health of all servers and related network and communication equipment
- Performing system software upgrades
- Maintaining accurate field inventory records and communicating effectively with the

Kiva supply chain

- Contributing to engineering and product documentation
- Identifying potential system improvements and enhancements to achieve customer objectives

The ideal candidate possesses the following qualifications:

- BS in engineering, IT, computer science or related field
- five plus years of relevant technical experience in robotics or a combination of systems engineering and computer configuration and software
- In-depth understanding and experience with:
 - Java
 - Networking (TCP/IP)
 - XML
 - SQL
 - Server Clusters
 - Windows XP Professional, Linux
 - Electro-mechanical principles
 - Experience with field service logistics and robotics a plus
- Demonstrated ability and/or experience in a customer support role within a technology company with a large installed product base
- Ability to perform under pressure and on short deadlines
- Ability and willingness to work flexible work hours and days and to take after-hours calls
- Demonstrated ability to work collaboratively within a team
- Willingness and ability to travel
- Must be able to perform physical labor such as lifting over 50 lbs, and physical dexterity to perform intricate repairs using custom tools

Please send qualified resumes to jobs@kivasystems.com or call Cindy at 781-221-4834.