



Customer 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 Support 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. In addition to the hundreds of autonomous robotic 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 person in this position will be Kiva's technical expert with regards to supporting all of the software and IT related issues of these installed systems.

The successful candidate for this position will possess a unique blend of IT and software skills which enable them to provide best of class services around Kiva specific software as well as all related servers and wireless networks. The person in this position also needs to be self-motivated, able to perform independently and within a team environment. This position reports to the Customer Support Lead.

The Customer Support Engineer is responsible for:

- Providing support for Kiva customer installations on critical software, server and network issues
- Documenting software issues and their resolution
- Case management of customer issues
- Managing the software upgrade process on behalf of customers and Kiva
- Establishing a testing and configuration management process
- Communicating effectively with both the Kiva field personnel as well as the Kiva internal Product teams
- Automating processes for field personnel whenever possible
- Scheduling and coordinating system software, server, and network upgrades
- Identifying potential system improvements and enhancements to achieve customer objectives
- Interacting with customer personnel and keeping them informed of changes in issue status as resolution progresses

The ideal candidate will possess the following qualifications:

- BS in engineering, IT, computer science or related field
- Five or more years of relevant technical experience in software engineering or support, especially in the area of execution (real-time, mission-critical) systems
- Robotics industry experience a plus
- In-depth understanding and experience with: LINUX, Java, Networking (TCP/IP), XML, SQL, Server Clusters, Windows XP Professional, and Electro-mechanical principles

- 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 with 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, although minimal travel is expected (10%)

Please send qualified resumes to jobs@kivasystems.com and put your name and the job title on the subject line.