



Deployment Engineer

Kiva Systems, Inc. is a rapidly growing Boston-based 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 large retailers, catalog operators, e-commerce and other companies that ship products 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 Kiva's deployment team. The ideal candidate will have 2-3 years experience working in a technical capacity on customer implementations of enterprise software or hardware solutions. Further, this candidate should be incredibly sharp and possess the desire, drive and energy that is needed to launch new products on short time lines. This job will require extensive travel, up to 75% of overall time, potentially including multiple days onsite at deployment locations.

The Deployment Engineer will be responsible for:

- Creating Raving Fans of each and every Kiva customer – no exceptions
- Accepting personal responsibility for the success of each customer engagement
- Working with customers to gather network related requirements
- Performing technical deployment tasks, such as physical installation of pre-configured servers and workstations
- Setting up and testing configurations and workflows specific to a customer's requirements
- Setting up all aspects of the Kiva physical and technical solution
- Managing of temporary workers in the setup of the Kiva physical layout
- Serving as liaison between the customer and the Kiva engineering organization to define, document, test, and deploy customer-specific software and hardware requirements
- On-site support during initial deployment to respond to hardware problems prior to customer acceptance
- Coordinating site hand-off to the Kiva Customer Service organization
- Coordinating the training of onsite customer maintenance staff

The ideal candidate will have the following qualifications:

- BS in Engineering, Computer Science, Management Information Systems, or a related field
- Prior success in a fast-paced environment
- 2-3 years experience in customer implementations of enterprise software/hardware Solutions
- Supply Chain knowledge is desirable but not mandatory
- Strong technical skills including Linux, Java, XML, SQL, database administration (MySQL, Oracle, etc) and general software installation
- cursory knowledge of networking and network topologies, such as routers, switches and firewalls
- Prior success working with both engineers and business people
- Proven analytical and mechanical skills
- Excellent communications skills

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