



## **Deployment Manager**

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](http://www.kivasystems.com) for more information about us.

Kiva is seeking a talented and motivated individual to coordinate and oversee multiple concurrent deployments of our system to customers. The ideal candidate will have successfully managed, from inception to customer acceptance, multiple deployment projects that encompassed numerous software and hardware components. 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 position reports directly to the VP of Professional Services.

The Deployment Manager 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
- Creating and maintaining an executive-level relationship with each customer
- Developing strong internal relationships with other Kiva department managers
- Leading high-potential teams of resources with passion, conviction, and a spirit of “team win” over “personal win”
- Mentoring Professional Services resources in their careers and around any life concerns that may arise
- Develop and manage the project schedule and resource allocation for multiple, simultaneous deployments
- Ensuring that Kiva and customer teams follow our established implementation methodology
- Working with the sales team to understand customer deployment requirements, leading up through the Design Workshop, to facilitate the definition and sign-off of all components of the Kiva solution including project timeline
- Working with the hardware and software teams to ensure that the proposed system matches customer expectations
- Communicating with customers to plan the deployment, exchanging information for software integration and ensuring that the customer facility is prepared
- Communicating with the manufacturing group to ensure that all equipment is ready for the deployment

- Coordinating the assembly and shipment of material to the customer site for deployment
- Managing projects through to customer acceptance
- Pre-planning all customer deployment budgets
- Ensuring that deployment budgets are managed profitably and with the right degree of cost control
- Understanding how individual project budgets impact the overall Kiva financial situation
- Overseeing third-party implementation contractors and partners
- Looking for ways to constantly improve overall Professional Services performance including the development and continuous improvement of the methodology

The ideal candidate will have the following qualifications:

- BS in Management Information Systems, Engineering, Business or related field
- 5-7 years experience in a project management role, preferably working with both engineers and customers in a software integration environment
- High integrity and passion in all that they do
- Ability to balance and prioritize conflicting requirements
- Strong analytical and communication, both written and verbal, skills
- Ability to communicate at all levels within an organization
- Willingness to travel to customer sites (travel will be more extensive during early learning months, but eventually most work can be performed remotely)
- Experience with inventory management systems, supply chain execution systems, or material handling equipment is a plus
- Has developed or contributed significantly to the development of new methodologies and/or process documentation

Please send qualified resumes to [jobs@kivasystems.com](mailto:jobs@kivasystems.com) and put your name and the job title on the subject line.