



KIVA Systems

System Engineer

Want to be part of a company that is using a disruptive and game-changing technology to re-write the laws of fulfillment and supply chain management? Want to be part of the team that is designing the fulfillment center of the future for leading retail, distribution, and manufacturing companies? Want to be on the leading edge of a \$20 billion market?

Kiva Systems, Inc. is a rapidly growing Boston-based robotics company that is revolutionizing supply chain operations. 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 contribute to the customer engagement process as a System Engineer. Kiva System Engineers are responsible for managing the evolving Kiva Systems feature sets across our entire customer base. Working with customer operations and engineering personnel either on-site or remotely, and with our in-house engineering teams, System Engineers tune systems and operational practice to maximize Kiva systems performance and output. System engineers take a whole system approach in their thinking and can problem-solve across disciplines. Additionally, System Engineers assist with the design of follow-on Kiva solutions and systems enhancements for existing Kiva customers.

A successful candidate will have operational and / or consulting experience as well as good analytical and customer skills.

The System Engineer will be responsible for:

- Working with customer personnel to develop and implement operational improvement projects designed to drive performance of the total building, not just Kiva
- Working with Account Managers to formulate and deliver customer care plans to ensure that Kiva customers become raving fans of Kiva
- Help develop tools and models to aid the operational improvement process
- Help develop tools and models to aid the Customer Solutions design process

- Work with Kiva Product Management and Kiva Engineering teams to define requirements for Kiva software and hardware features and enhancements
- Work with Customer Solutions staff to propose system expansions for existing customers
- Assist sales team in assembling proposals, focusing on technical configuration
- Produce clear and concise written and presentation materials for an executive-level audience

The ideal candidate will have the following qualifications:

- Undergraduate degree in engineering or science; an advanced degree in engineering or MBA is desirable
- Experience working in a Fulfillment, Manufacturing, Logistics, or other operational environment; consulting experience is desirable
- Demonstrated ability to work in rapidly changing startup environment
- Strong problem-solving and analytical skills
- Skilled at answering customer technical questions in a friendly and encouraging manner
- Strong presentation skills with the confidence to present to large, executive-level audiences
- Ability and willingness to travel
- Experience with Six Sigma methodology is preferred