

## Implementation Engineer

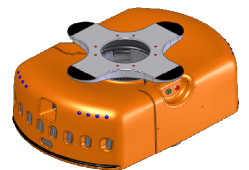
Kiva Systems is a game-changing, rapidly-growing, Boston-area robotics and software company that is revolutionizing the way Fortune 500 companies move, store, sort, and manage their inventory around the world. The Kiva Mobile Fulfillment System enlists fleets of mobile robots to automate distribution centers, dramatically increasing productivity, flexibility, and throughput by enabling organizations to optimize their operations. Kiva brings the same algorithms that enable businesses to manage their data in the virtual world to the way they manage their inventory in the physical world. Our customers are brand-name retail, medical device, and e-commerce companies who distribute world-class products worldwide. Check out our website, find us on YouTube, or become a fan of us on Facebook to learn more about who we are and what we do.

### Overview:

Kiva is seeking uniquely talented and motivated engineers to join our implementation team. The ideal candidate will partner a technical background with experiences both leading teams and interacting with demanding customers. The candidate must be able to operate independently, possessing the desire, drive, and energy required to represent Kiva to our customers while solving new problems on the fly. He or she should be comfortable digging into challenging physical and technical problems under pressure, with experience implementing software and hardware solutions. This job will require a unique combination of flexibility, creativity, innovation, leadership skills, drive, and proactive management. It also requires extensive travel, up to 75% of overall time, to locations across the US and a growing number of international sites.

### Responsibilities:

- ▶ Creating raving fans of Kiva customers while accepting personal responsibility for their success
- ▶ Executing technical tasks, such as installation of pre-configured servers, workstations, and robots
- ▶ Installing, configuring, and testing all aspects of a Kiva system (software, hardware, robotics, and site layout)
- ▶ Performing on-site hardware and software support during initial system deployment
- ▶ Leading large teams through setup and configuration of software, hardware, and robotics systems
- ▶ Managing onsite client relationships from implementation through formal customer acceptance of system
- ▶ Coordinating the training of onsite customer leadership, operations and maintenance personnel
- ▶ Interfacing between non-technical and technical customers to translate detailed system requirements
- ▶ Ensuring that every aspect of the system meets customer requirements with a keen attention to detail
- ▶ Coordinating the hand-off of all customer site responsibility to Kiva's Customer Support organization



### Ideal Qualifications:

- ▶ An interest in working in a quirky and fun startup and helping its team grow it into a mature organization
- ▶ BS in Computer Science, Engineering, Management Information Systems, or a related technical field
- ▶ Creativity and innovative problem solving skills with prior success in high-pressure, fast-paced environments
- ▶ Comfort with detailed and complicated technology including software, hardware, robotics, etc.
- ▶ Comfort working in environments like warehouses or construction sites while managing teams to accomplish complex projects
- ▶ cursory knowledge of networking and network topologies, such as routers, switches, and firewalls
- ▶ Technical skills including familiarity with Linux, Java, XML, SQL, and database administration (MySQL, Oracle, etc)
- ▶ Comfort working as both part of a high-performing team and as an entirely independent performer
- ▶ Excellent communications skills partnered with proven analytical and technical/mechanical skills

*Please send qualified resumes to [jobs@kivasystems.com](mailto:jobs@kivasystems.com) with your name and the job title in the subject.*