



Field Service Engineer

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 talented and motivated individuals to join our world class support team. This team is responsible for resolving Field Service support requests, including scheduled maintenance, equipment problems, and software related issues. This position focuses on maintaining and servicing deployed systems which include fleets of robotic mobile drive units, computer user stations, and related server based system.

Candidates for this position possess a unique blend of hardware and software skills that enable them to work with circuit boards, hand tools, as well as databases, servers, and wireless networks. The successful candidate for this position is self-motivated and understands the rigors of a dynamic aggressive growth environment. This position reports to the Field Service Manager.

The Field Service Engineer is responsible for the following:

- Achieving high levels of customer satisfaction in a customer facing role.
- Maintaining fleets of mobile robots and related applications.
- Communicating effectively with customers and setting reasonable customer expectations while resolving problems.
- Maintaining accurate field inventory records and communicating effectively with the Kiva supply chain.
- Documenting all customer problems about equipment maintenance, repairs, and problem resolution.
- Work with the field service manager to resolve customer problems within agreed upon timeframe following a predefined escalation procedure.
- Effectively communicate customer issues and requirements to Kiva engineering, product development, and other teams to improve product hardware and software.
- Creating specifications and requirements for diagnostics tools.
- Contributing to documentation (engineering and product) reviews and product requirement discussions as the Customer Support representative.
- Identifying potential system improvements and enhancements to achieve customer objective(s).

The ideal candidate has the following qualifications:

- Minimum BS or MS in a technical field like computer science, math, or engineering or related subject matter or experience.
- 3+ year's relevant technical experience in robotics, mechanical, computer, electrical engineering, or relevant experience.
- Broad knowledge of enterprise infrastructure specifically clustered servers, database servers, and TCP/IP combined with an understanding of electro-mechanical principles.
- In-depth understanding of the following technologies:
 - Electro Mechanical Principles
 - Java all iterations a plus
 - Networking (TCP/IP)

- XML
 - SQL
 - Server Clusters
 - Windows XP Professional, Linux
 - Experience with field service logistics and robotics a plus
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- Demonstrated ability and/or experience in a customer support role within a technology company with a large installed product base.
 - Ability to perform crisis management.
 - Ability to provide 7x24 after-hours customer service.
 - Demonstrated ability to work collaboratively within a team.
 - Willingness and ability to travel domestically and internationally.
 - Must be able to perform physical labor such as lifting over 50 lbs, and physical dexterity to perform intricate repairs using custom tools.

Regular travel to customer sites should be expected. Ability to secure a valid passport is required.

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