



KIVA Systems

System Analyst

Want to be part of a company that is using a disruptive and game-changing technology to create 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 Solutions Team as a System Analyst. Kiva System Analysts are responsible for ensuring that Kiva systems deployed in customer DCs are always improving and adapting to our customers evolving business needs. Working with customer operations and engineering personnel either on-site or remotely, and with our in-house engineering teams, System Analysts tune systems and operational practice to maximize Kiva systems performance and output. System Analysts take a whole system approach in their thinking and can problem-solve across disciplines. Additionally, System Analysts assist with the design of follow-on Kiva solutions and systems enhancements for existing Kiva customers.

The System Engineer will report to the Continuing Engineering Manager and 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
- 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
- A strong record of academic and / or workplace achievement
- Desire and energy to work in a fast-paced environment
- Strong problem-solving and analytical skills
- 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

Send qualified resumes to jobs@kivasystems.com with your name and the job title on the subject line.