

## POSITION INFORMATION

**Job Title:** System Implementation Engineer

**Department:** Professional Services

**Reports To:** Professional Services Manager

## ABOUT THIS JOB

### Summary:

Join an established Pacific Northwest technology company and begin contributing immediately using your technical project management skills. As a System Implementation Engineer, you will be responsible for new customer installations of our in-house developed software including; warehouse management software, manifest and shipping, as well as vendor managed inventory systems. You will be responsible for customer implementation projects, warehouse process planning, scheduling and on-site or remote customer training, software\hardware installation through systems go-live.

### Job Description:

This position requires good communication skills, organizational, and project management to proactively manage the various customer projects.

### Essential Duties & Responsibilities:

- Lead engineering discovery process to refine the customer's business and implementation objectives.
- Develop project plans which embrace the customer's requirements.
- Proactively manage project schedules to customer's expectations.
- Advise customers on the configuration of the system to support their business practices.
- Proactively work through customer implementation challenges and opportunities.
- Frontline engineer for system configuration and troubleshooting of software and hardware.
- Develop customer-specific training and system documentation.
- The ideal candidate will be comfortable with traveling to the customer's place of business for engineering process review and being on-site for several days through the go-live period.

### Supervisory Responsibilities:

This position has no supervisory responsibilities.

### Qualifications & Experience:

Qualified candidates will have 5+ years of experience implementing complex software systems. Including significant experience managing simultaneous customer projects, to deliver on schedule and on budget. This position requires at least BS/BA degree with a technical emphasis and solid working foundation to understand and apply skills in the following areas.

An AS Degree with IT Certifications, Warehouse\Inventory Systems, Robotics or Machine learning experience will be considered.



Working knowledge in the following areas is considered valuable:

- Microsoft Server 2016 thru current (software installation and systems administration)
- Microsoft SQL Server (software installation and databases management)
- Microsoft Windows Operating Systems
- Virtual Environments on-premises or cloud, including hybrid
- SQL (structured query language and basic queries)
- Crystal Reports BI Reporting
- Google Android, Apple iOS smart phone systems
- Front-end Web based applications with SQL backend
- Radio Frequency (RF) based communications protocols
- Wi-Fi based communication and associated wireless peripherals
- Remote desktop connections and other remote connection software, including MFA
- Virtual Private Networking (VPN) remote connections
- Local and wide area networks and TCP\IP communication protocols
- Thermal Label Printers (Zebra, Honeywell, etc.), setup, configuration, and troubleshooting
- Microsoft Internet Information Services (IIS), setup, configuration, and troubleshooting
- Experience within the wholesale distribution sector a plus

#### Physical Demands & Work Environment:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### COMPANY INFORMATION

#### Company Background:

PathGuide Technologies, Inc., a privately held company founded in 1989, is a leading provider of warehouse automation solutions for wholesale and industrial distributors across North America. PathGuide's software and services help suppliers increase productivity and order accuracy, improve customer service, and lower labor costs, all of which drive profitability. We work closely with our clients to develop those procedures and systems which fit their business needs. We provide consulting, software, hardware, and complete system integration services. Visit us at [www.pathguide.com](http://www.pathguide.com).

#### APPLICANT INSTRUCTIONS

#### Instructions:

Please supply résumé and cover letter to: [humanresources@pathguide.com](mailto:humanresources@pathguide.com)

- Location: Bothell, WA
- This is not a remote position, local applicants only
- Compensation: \$80,000 - \$120,000 annual salary range