



# Control Systems Engineer - Service Desk

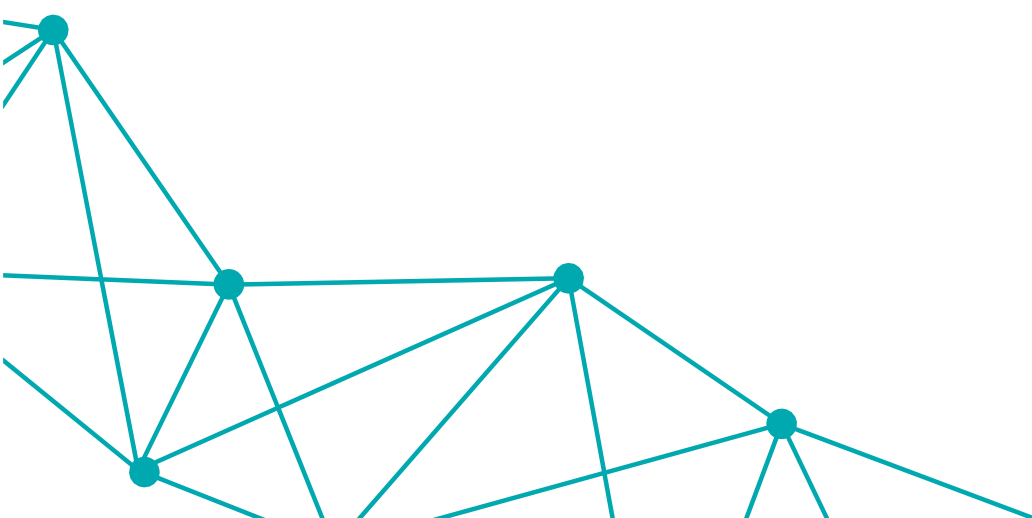
Fulltime | Kennesaw, United States

## WHO WE ARE

At KNAPP (pronounced K-NAP, not Nap!), we “Make Complexity Simple” by offering intelligent solutions for digitizing and automating everything from production and distribution to the last mile and stores. We are the customer’s value tech chain partner, which means partnering with the customer to create the most value within each link in their supply chain. Leveraging the latest software, AI and Robotics technology, we continue to disrupt the logistics automation industry for the world’s industry leaders in grocery, healthcare, retail, e-commerce, apparel & manufacturing. We are a global company with our US headquarters located just North of Atlanta in Kennesaw, GA. KNAPP specializes in automated solutions for both WMS (Warehouse Management Systems) and WCS (Warehouse Control Systems) for B2B (Business to Business) and B2C (Business to Consumer) customers. We are a growing company of over 7,200 employees worldwide and in over 50 countries that is privately held, with 7% of our revenue reinvested in R&D, ensuring a strong and vibrant future! Join us and see how you can help change the world! For more information, visit [www.knapp.com](http://www.knapp.com).

## WHAT YOU GET TO DO

The Control Systems Engineer must ensure that service orders are processed in compliance with the service agreements in customer contracts and with service operation processes according to company directives. The position is set up in a way that makes it possible for the employee to process service requests and documentation of these in a 24/7 shift operation and on-call operation, as well as to complete the below stated tasks in a timely and appropriate fashion.



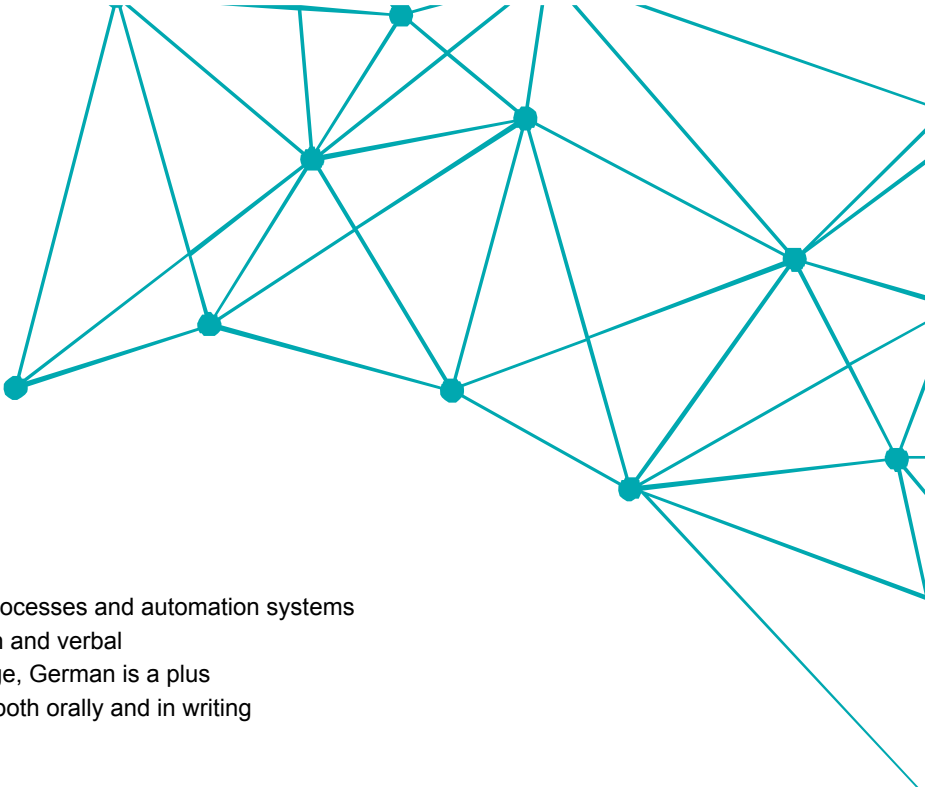
Essential Functions and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Taking over support requests from the service desk and processing them in a solution-oriented manner.
- Forwarding the support request to the relevant specialist department if the root cause lies in a different area.
- Restoration of the service by eliminating the cause of the fault or by means of a workaround.
- Creation of a problem ticket for troubleshooting via Problem Management if it is not possible to rectify the root cause of the fault.
- Escalation to the development department if a solution cannot be found at 2nd Level Support.
- Ensuring that support requests and incident reports are processed within the agreed resolution time, taking into account the targeted or guaranteed service agreement.
- Escalation via group management if defined SLAs cannot be met.
- Ongoing monitoring of the processing status of open support requests and initiation of countermeasures if resolution times are too long.
- Prompt documentation of the incident report, taking into account the targeted or guaranteed service agreement.
- Evaluating incident reports, analyzing trends, taking measures including forwarding relevant information to group management.
- Proactively requesting customer information as part of the service agreement.
- Support the handover of installations from project management to Customer Service.
- Documenting the handover into support in collaboration with project management.
- Training of new employees.
- Checking and supplementing customer documentation and internal documentation.
- Execution of small projects from Customer Service.
- Collaboration in 3-shift operation according to shift planning

#### WHAT YOU HAVE

- Bachelor's degree in related field or equivalent combination of education, training, and experience.
- 3-5 years direct experience preferred
- Excellent IT knowledge (software, hardware, networks, OS, protocols)
- Good knowledge of electrics and mechanics




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- Basic knowledge of warehouse logistics processes and automation systems
  - Excellent communication skills both written and verbal
  - Excellent command of the English language, German is a plus
  - Ability to record complex technical issues both orally and in writing
  - Ability to work well under pressure
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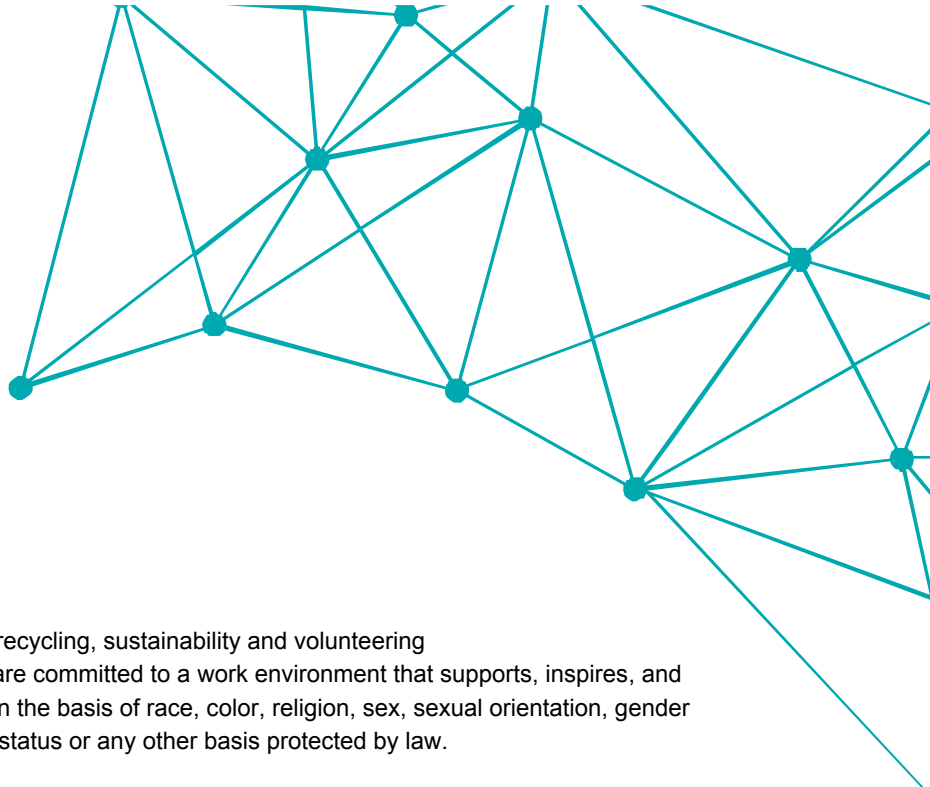
#### Working Conditions and Environment:

- Authorization to work in the U.S.
- Passport or ability to obtain passport
- Professional office etiquette is required at all times
- Travel expected up to 50%
- Overtime as required by work
- Ability to travel by air both domestically (US) and internationally
- Physical requirements: sitting for long periods of time, standing, walking, climbing a ladder, speaking, visual acuity, finger dexterity, listening, reaching at arm's length, and lifting up to 30 pounds.

#### WHAT YOU WILL GET

- 2 remote days per week
  - Half day Fridays
  - A beautiful new, state-of-the-art, office complex in Kennesaw, GA
  - Industry competitive compensation
  - Great benefits with better than average employer contributions, including health, dental, vision, life insurance, Flexible Spending Accounts, Short & Long Term Disability and more!
  - 401k with a very generous employer match and no vesting!
  - Paid Vacation & Holidays
  - Profit Sharing
  - Paid Parental Leave
  - Subsidized Daycare
  - Tuition Reimbursement
  - Pet Insurance
  - Subsidized food delivery
  - Monthly celebrations
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- Quarterly employee events
- Corporate Social Responsibility including recycling, sustainability and volunteering

KNAPP is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, age, national origin, veteran, disability status or any other basis protected by law.

Due to the safety-sensitive nature of this position, strict adherence to KNAPP's drug-free workplace policy is required. All candidates will be subject to drug-screening in accordance with the policy and will be expected to remain drug-free during their employment. There will be no exception if recreational or medical use of marijuana is permitted in the location of employment and/or residence or if use of marijuana is only during "off-hours."

