Logistics Software Consultant II

Fulltime | Kennesaw, United States
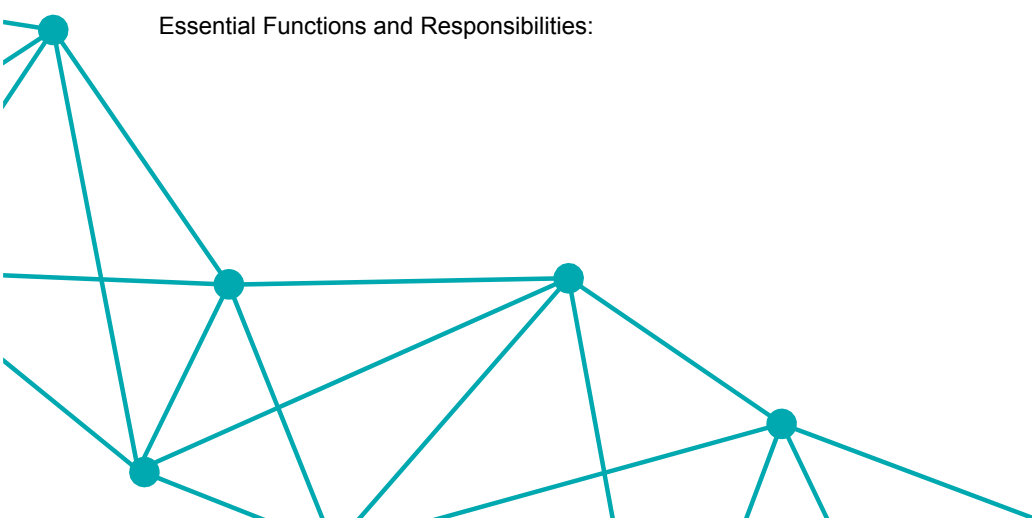
WHO WE ARE
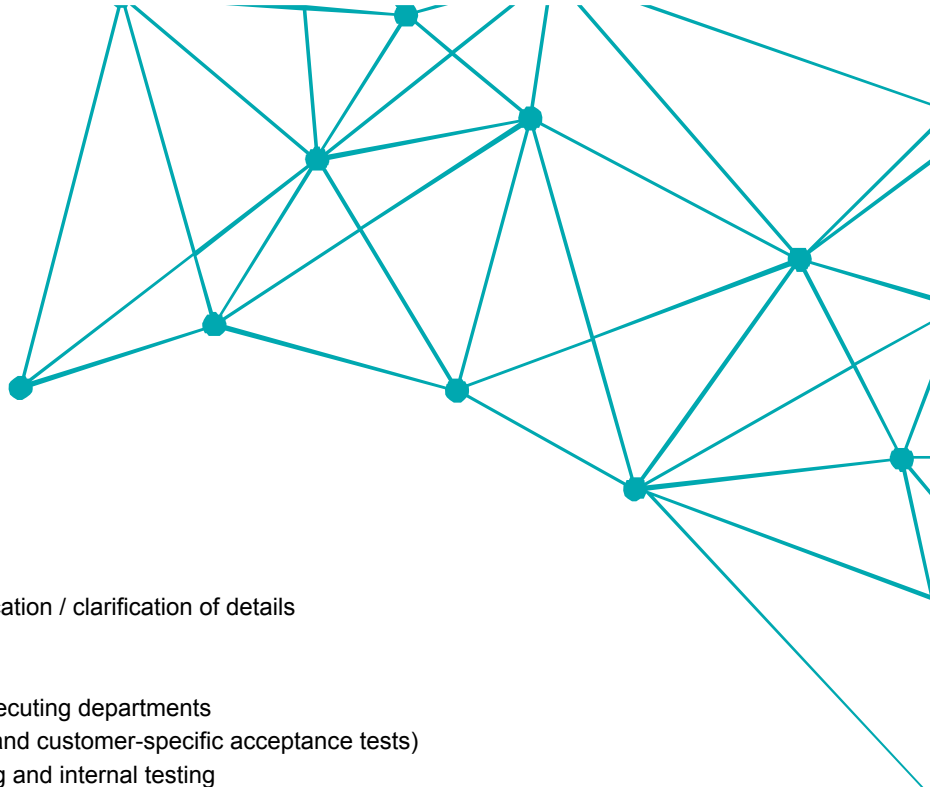
At KNAPP (pronounced K-NAP, not Nap!), we "Make Complexity Simple" by offering intelligent solutions for digitizing and automating everything from production and distribution to the last mile and stores. We are the customer's value tech chain partner, which means partnering with the customer to create 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..

WHAT YOU GET TO DO

The Logistics Software Consultant II offers support and guidance to new employees during the early employment period. Completes detailed preparation of the solution concept selected in the design phase as the basis for the order execution. Develops control engineering solutions based on the requirements of our customers using information technology.

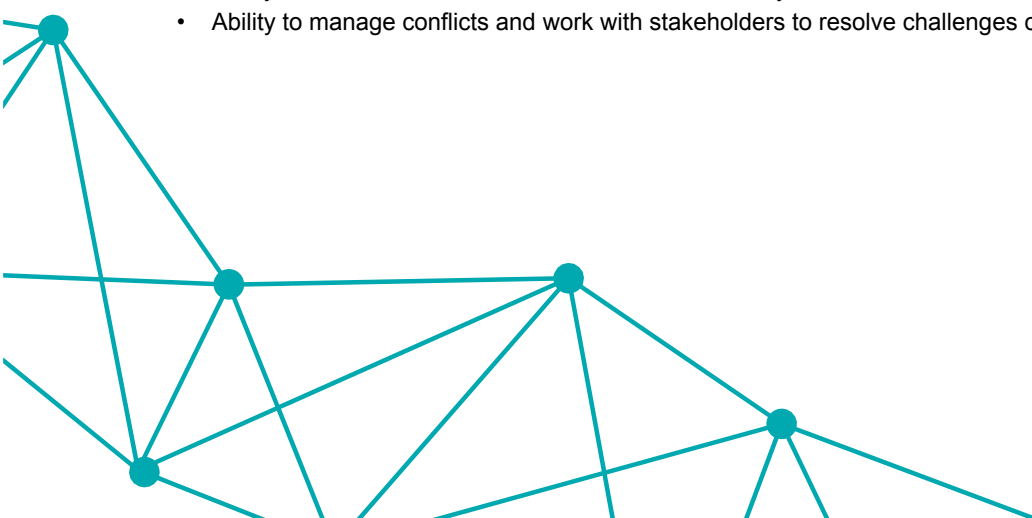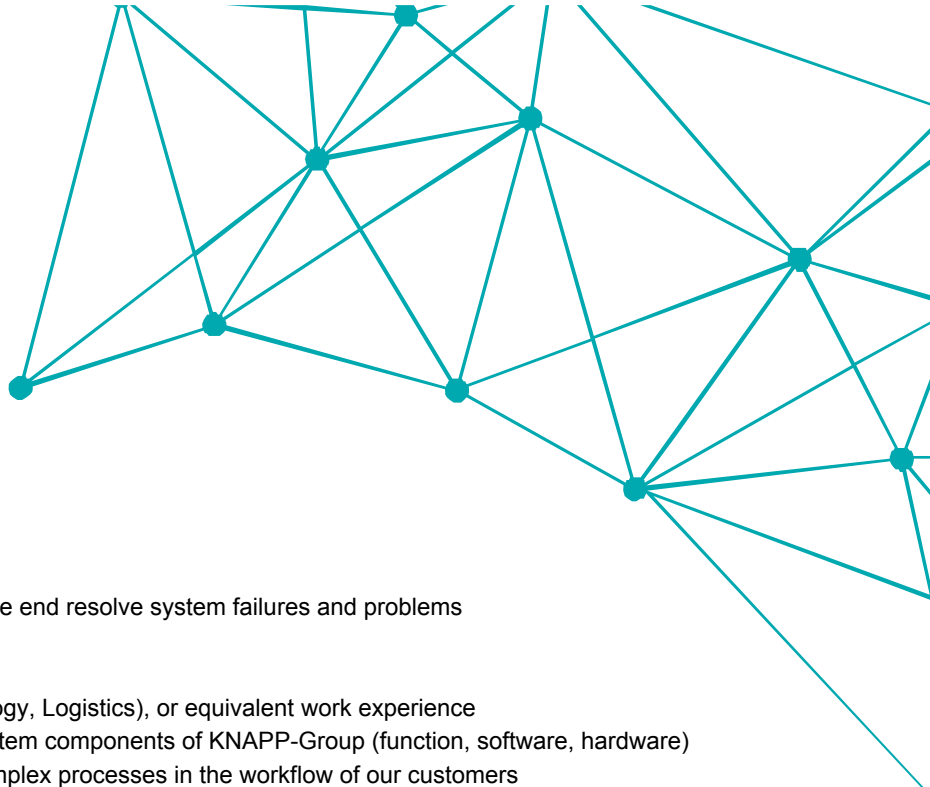Essential Functions and Responsibilities:

- Responsible for clear customer communication / clarification of details
- Creates interface document
- Creates specification sheet
- Creates internal documents for project-executing departments
- Creates test plans (factory tests, internal and customer-specific acceptance tests)
- Responsible for factory acceptance testing and internal testing
- Creates development requests
- Coordinates and participates in planning meetings (with mechanical engineer, hardware engineer, electrics engineer)
- Supports project-implementing departments (Planning, Development, Commissioning, etc.)
- Responsible for continuous updating of customer specific SW-documents during order execution; Integration of change requests
- Verifies the layout for feasibility of the software processes
- Supports Project Management project initiatives and timelines
- Communicates deviations from the original scope of supply to project stakeholders
- Coordinates customer projects with software suppliers
- Supports new employees
- Improves planning documents through necessary periodic updates and revisions
- Obtaining information from Project Management, Product Management, Project Planning, Software Development, Sales, Affiliates and all KNAPP employees involved in the order execution
- Independent agreement of the information technology solution with the customer (host protocol and requirement specification document) in coordination with project management and project planning
- Acceptance and assessment of factory test and internal acceptance tests
- Creating development requests
- Offering support and guidance to new employees during the early employment period (Mentoring)

Other Duties and Responsibilities:

- Reliability and ability to work under pressure
- Able to complete tasks in high quality and in time, also in stressful situations
- Ensure performance targets are consistently met and commitments are kept
- Ability to focus on goals when blockers arise
- Positive and confident attitude towards the company and the role responsibilities within the team
- Willingness and ability to improve skills and to learn new things to remain current and innovative in skill set
- Ability to take criticism and use it in a constructive way
- Ability to manage conflicts and work with stakeholders to resolve challenges collaterally

- Ability to recognize, troubleshoot and in the end resolve system failures and problems

WHAT YOU HAVE

- Engineering degree (Information Technology, Logistics), or equivalent work experience
- Intermediate level of understanding of system components of KNAPP-Group (function, software, hardware)
- Intermediate level of understanding of complex processes in the workflow of our customers
- Intermediate level of understanding of requirements for integration of the KNAPP system into the customer environment
- Ability to plan and hold meetings (with planning team and with customers)
- Intermediate level of computer skills (MS Office, KNAPP-internal tools)
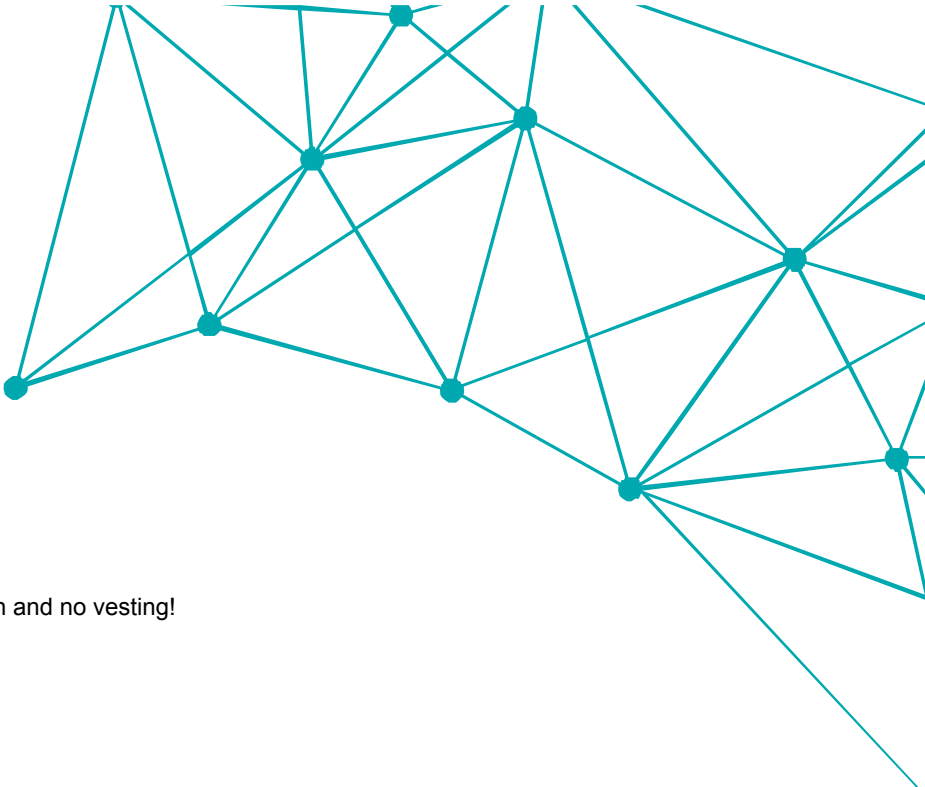- Language skills (English mandatory, another language beneficial)

Working Conditions and Environment:

- Overtime (occasional) as required by work.
- Travel is required (up to 30%)
- Ability to travel by air both domestically (US) and internationally (primarily Austria and other parts of Europe as well as Canada)
- Willing to travel often and work flexible hours based on the project (e.g. night shift or weekends)
- Authorization to work in the U.S
- Passport or ability to obtain passport
- Professional office etiquette is required at all times
- 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 50 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
- 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."