Implementation Manager

Fulltime | Kennesaw, United States

WHO WE ARE
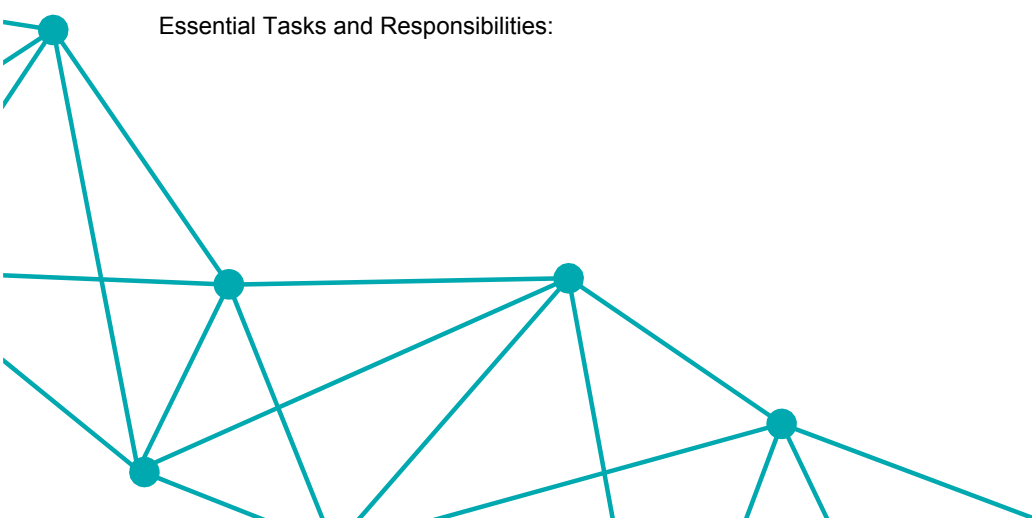
At KNAPP (pronounced K-NAP, not Nap!), we "Make Complexity Simple" by offering intelligent solutions for digitizing and automating everything from production and distribution to the last mile and stores. We are the customer's value tech chain partner, which means partnering with the customer to create 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.
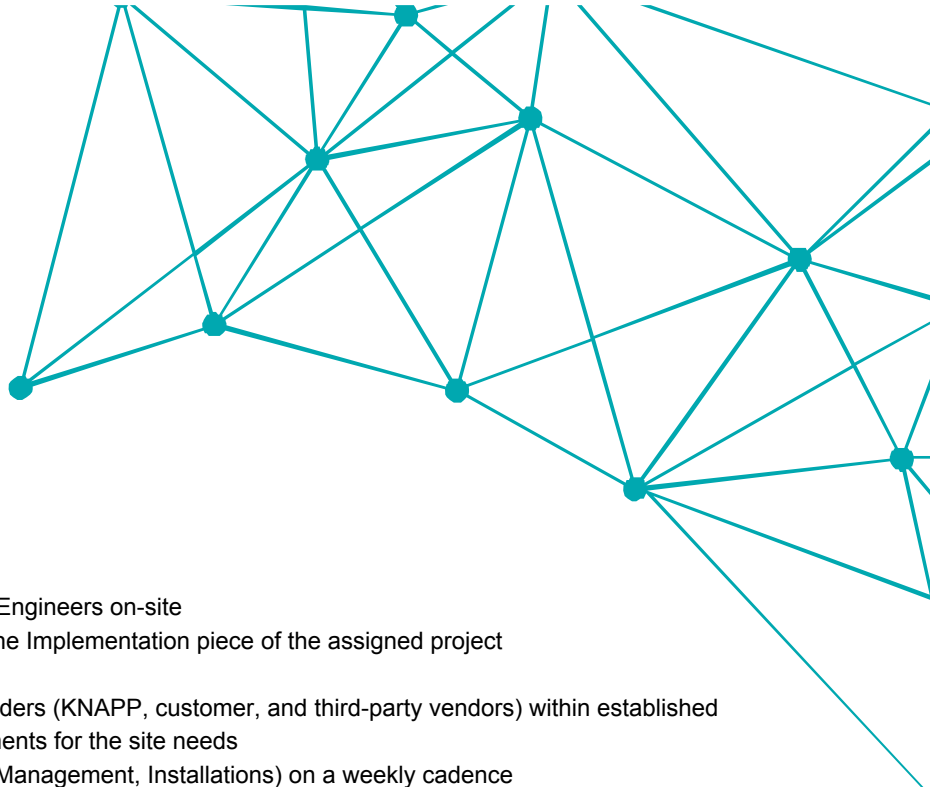
We are a global company with our US headquarters located just North of Atlanta in Kennesaw, GA. KNAPP specializes in automated solutions for both WMS (Warehouse Management Systems) and WCS (Warehouse Control Systems) for B2B (Business to Business) and B2C (Business to Consumer) customers. We are a growing 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

Software Implementation Manager is responsible for ensuring that team members follow processes and instructions accordingly for a successful execution of assigned tasks on the project. Success is measured based on project quality, duration, and costs achieved.

Essential Tasks and Responsibilities:

- Direct and guide Lead Software Systems Engineers on-site
- Oversee, schedule, and check quality of the Implementation piece of the assigned project

  Interface with department project stakeholders (KNAPP, customer, and third-party vendors) within established cadences to be able to fulfill task requirements for the site needs
  Interface with (Site Management, Project Management, Installations) on a weekly cadence
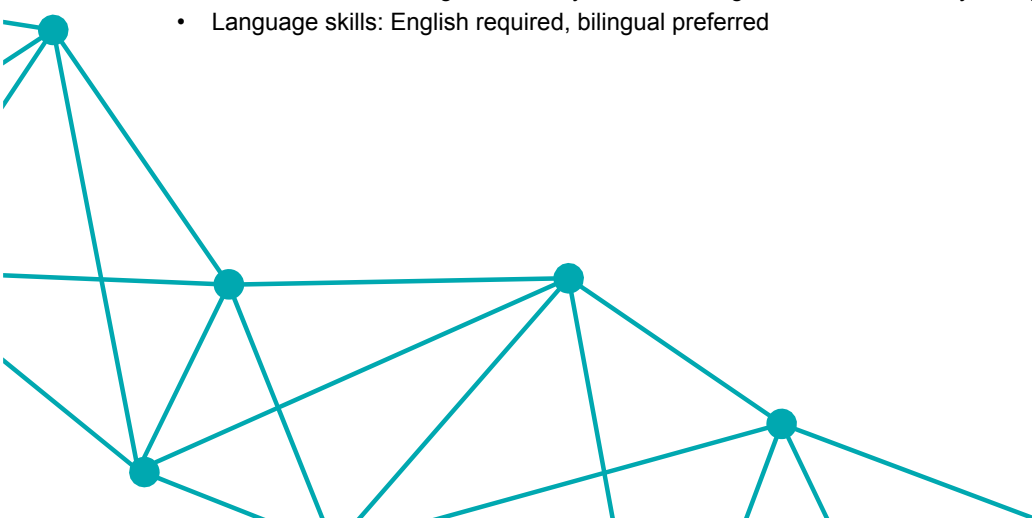- Interface with department project stakeholders (KNAPP, customer, and third-party vendors) within established cadences to be able to fulfill task requirements for the site needs
- Interface with (Site Management, Project Management, Installations) on a weekly cadence
- Report and track on-site progress, per report structure in Microsoft Project Manager
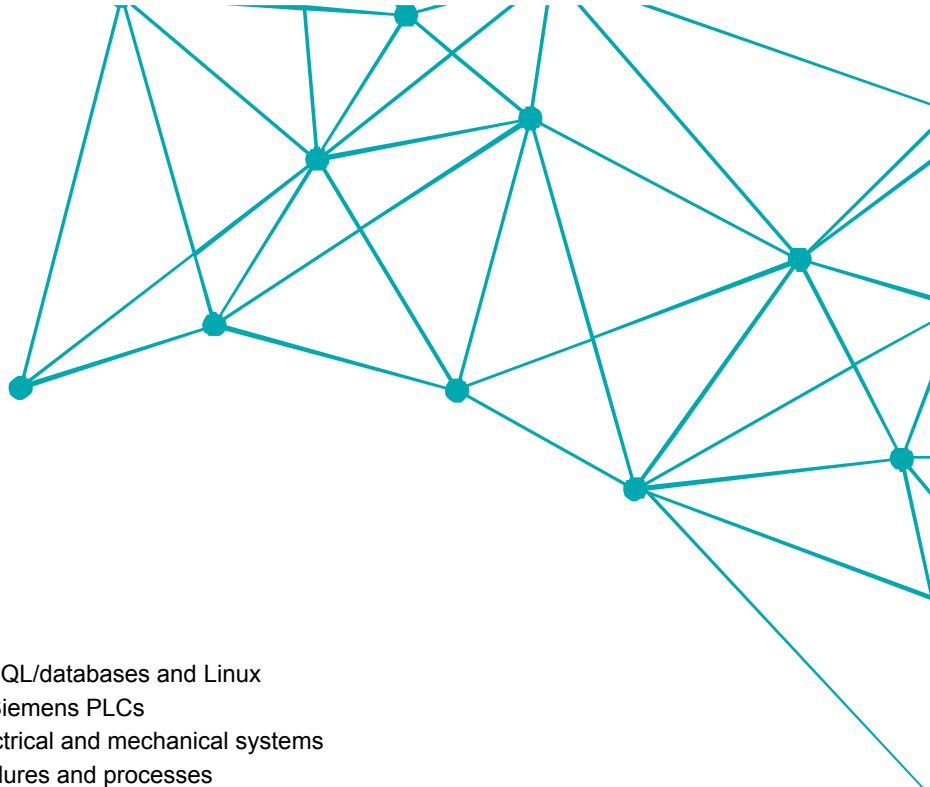
  Progress should be maintained in Microsoft Project Manager on a weekly cadence
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- Oversee and coordinate resource planning of the jobsite of assigned area, including turnarounds and vacations
- Facilitate weekly team lead team meetings and provide relevant project updates
- Conduct risk assessment on a weekly basis and report all findings to Project Manager and Team Lead
- Attend all meetings relevant to department and assigned project to ensure weekly updates are given and issues are addressed
- Serve as liaison to the Customer during customer testing phases (UAT / CIT / FAT)
- Responsible for customer communication/clarification of details, integration process, and interfacing issues
- Responsible for independent execution and analysis of relevant onsite tests and results
- Walk the site on average twice a day to assess project progress, identify risks and challenges, and report back to Project Manager

WHAT YOU HAVE

- B.S. in Industrial Engineering, Computer Science, or equivalent work experience
- 5+ years experience with implementation of projects throughout the entirety of the project's life cycle
- Intermediate to Advanced knowledge of an object-oriented programming language like C++ or Java
- Advanced Knowledge of project management and of tools being used for project management
- Advanced Knowledge of computer systems and Windows operating system
- Advanced organizational and problem-solving abilities
- Intermediate financial acumen and budget management experience
- Effective collaboration and communication skills, both verbal and written
- Intermediate knowledge of industry standards, regulations, and industry best practices
- Language skills: English required, bilingual preferred

Preferred Qualifications:

- Intermediate to Advanced Knowledge in SQL/databases and Linux
- Intermediate to Advanced Knowledge of Siemens PLCs
- Intermediate to Advanced Knowledge electrical and mechanical systems
- Intermediate knowledge of KNAPP procedures and processes
- Language skills: English required, bilingual preferred
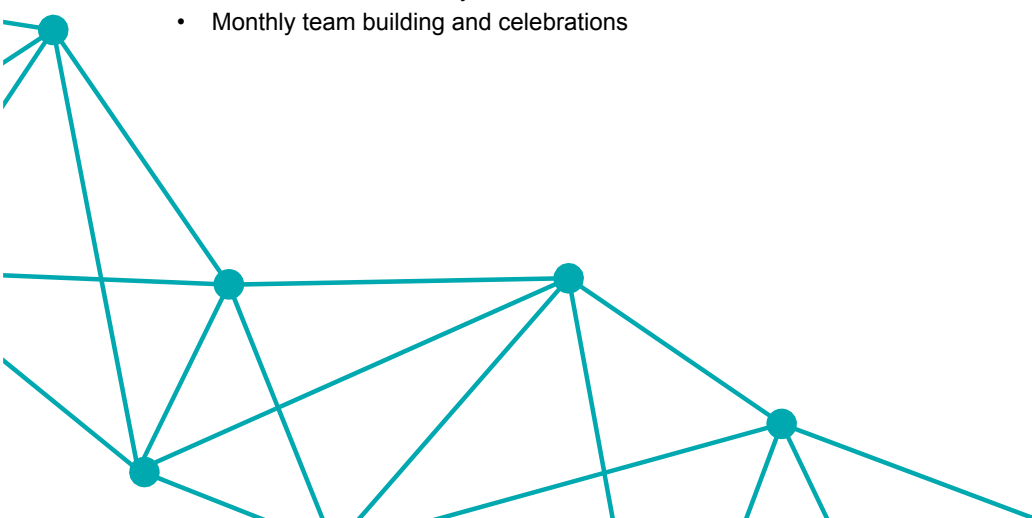
Working Conditions and Environment: Warehouse

- Overtime as required by work
- Travel is required (up to 90%) or must be open to relocate to the assigned project (duration of over 1 year)
- Authorization to work in the U.S.
- Passport or ability to obtain passport
- Professional office etiquette is required at all times
- Physical requirements may include:

  sitting for extended 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
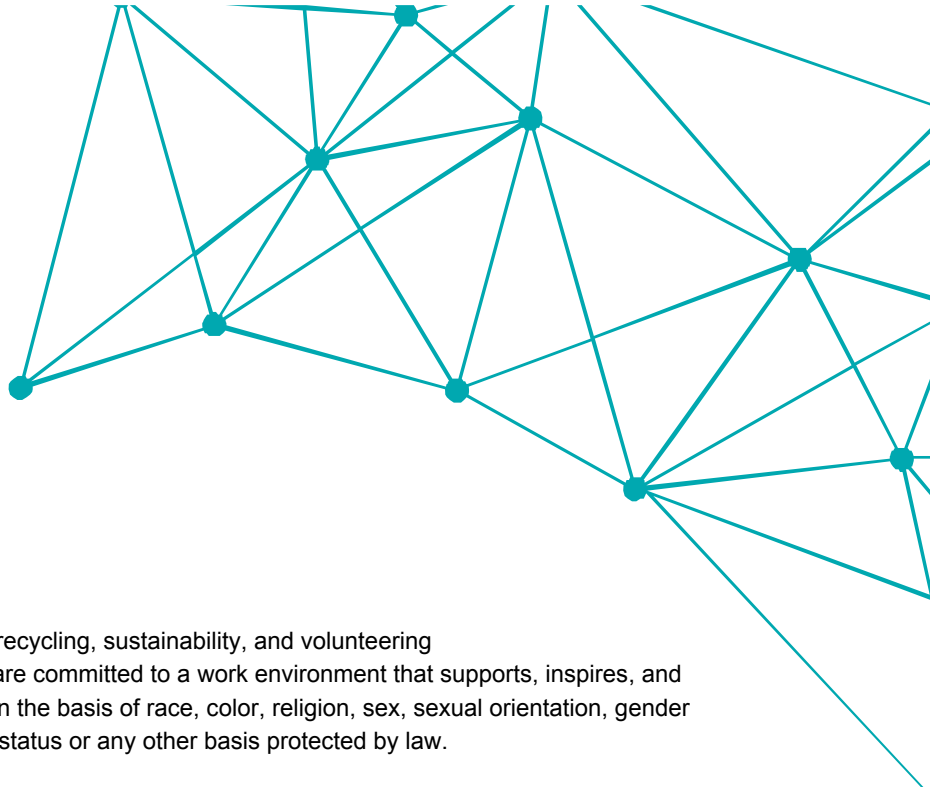- sitting for extended periods of time, standing, walking, climbing a ladder, speaking, visual acuity, finger dexterity, listening, reaching at arm's length, and lifting up to 50 pounds

WHAT YOU WILL GET

- Ability to work from home 2 days a week and Half-day Fridays when in office!
- New, state-of-the-art, office complex, showroom, and automation test center in Kennesaw, GA
- Industry competitive compensation
- Great benefits with competitive employer contributions, including health, dental, vision, life insurance, Flexible Spending Accounts, Short & Long Term Disability and more!
- 401k with employer match and no vesting!
- Paid Vacation & Holidays
- Paid Parental Leave
- Subsidized child-care
- Tuition Reimbursement
- Pet Insurance
- Subsidized food delivery
- Monthly team building and 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."