

**POSITION INFORMATION**

**Job Title:** System Implementation Engineer

**Department:** Implementation

**Reports To:** Implementation and Training 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 leading customer implementations of PathGuide Technologies' warehouse management software. Specific responsibilities include establishing and executing customer-specific project plans, providing consulting and training, performing on-site software & hardware installation, and providing on-site support through systems go-live.

**Job Description:**

This position requires a unique blend of technical, project management, and interpersonal skills. A qualified applicant will be friendly, confident, well-organized and have a professional demeanor.

**Essential Duties & Responsibilities:**

- Work with customers to understand their business and implementation objectives
- Develop an initial project plan based on customer requirements and available resources
- Manage project against established timeline and milestones
- Advise customers on the configuration of the system to support their business practices
- Assist and lead customers' off-site training classes on the system functionality and flow
- Support customer in working through implementation issues and potential roadblocks
- Perform installation and configuration of software and hardware
- Lead and assist on-site system training and implementation
- Provide first-line technical and troubleshooting support through the customer's implementation
- Assist with customer-specific technical system documentation
- Ideal candidate will be comfortable with traveling (approximately 65-120 total days per year)

**Supervisory Responsibilities:**

This position has no supervisory responsibilities.

**Qualifications & Experience:**

Excellent candidates will have 3+ years of software implementation and / or technical project management experience, demonstrable SQL skills, and a self-starter attitude.



Working knowledge in the following areas are considered valuable:

- Microsoft SQL server and databases
- SQL (structured query language and basic queries)
- Crystal Reports
- Microsoft Windows operating systems
- RF (radio-frequency) based communications
- Local and wide area networks and associated hardware
- Thermal Label Printers (Zebra, Intermec, etc.)
- Internet Explorer and Web-based applications
- Internet Information Services (IIS)
- VPN (virtual private networking)
- Remote desktop connections and other remote connection software
- 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 ultimately 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.

**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: Based on experience