

# Systems Operations Specialist

Fulltime | Chalgrove Oxfordshire, Great Britain

## Job Summary

The Systems Operations Engineer is responsible for the transition of the project completion to business-as-usual.

Responsible for onboarding of the customer to fully usability of the systems being provided.

Strong communication with the customer and project stakeholders is important to manage all alarms and escalations (MI's).

The right candidate will understand the logistics of the systems being provided. Understand the products being implemented as part of the system for use. And understanding the capabilities, boundaries and dependencies of the system to measure performance.

The role is to prepare the customer for the warehouse startup and support them through the transition from projects to customer service.

During the transition of a project to operational use, or the continuous development and delivery in a hybrid project the balance of ramp-up, stability and operational improvement must be maintained.

The role interacts with the project team at multiple levels to ensure a joined-up approach to deliver the project, while managing the customer onboarding.

This role needs to be present once the systems are delivered onsite.

This role involves travel within the UK and beyond.

Duties and responsibilities include, but are not limited to:

- The management, coordination and follow up of incident management (MI's) during the startup phase of the



operation. As well as progressing problem issues to the project team and ongoing continuous development projects

- The coordination of triage process within the business for the right resources during any events
- Support a project team with root cause analysis and reviews with experts within the business
- To categorise, prioritise and sequence with the support of the project management the delivery of fixes and root cause
- Provide timely, accurate, and regular updates to senior management, customers, and other stakeholders throughout the incident lifecycle
- Developing a customer KPI for onboarding competencies
- Working within a project team to deliver a customer onboarding and transition
- Working with the customer stakeholder to develop their capabilities to manage and run the systems
- Build and maintain effective working relationships with KNAPP Hotline Team Leaders and key stakeholders across all departments
- Ensure operational processes are developed inline with Knapp business processes

#### Skills/Qualifications

- Solid IT education (technical IT college, university, or similar education)
- Knowledge of intralogistics
- Knowledge and understanding of WMS, WCS, and sub-systems.
- Knowledge of Systems and Controls hardware
- Spoken and written English, a further foreign language is advantageous
- Very good IT skills
- Excellent customer manner

#### Important behaviours to have in line with our company values

- Appreciation – Recognises the achievement of others
- Creativity – Is resourceful and innovative
- Courage – Willing to learn and try new things
- Openness – Always approachable and helpful
- Reliability – Consistently gives their best

#### Local benefits

Some locations have local benefits; please speak to a member of the management team.

