

About Us:

6 River Systems is disrupting a hundred billion dollar industry with a new approach to warehouse automation. Founded in 2015, we have developed a solution built on proprietary mobile robots and cloud-based enterprise software. Our solution is half the cost of traditional automation and 2-3x faster than manual, cart pick operations.

Culture:

Our culture is built on trust, smarts, and collaboration. We have a West Coast vibe with Northeast drive. As a team, we encourage open discussion about particularly challenging problems. We are as passionate about hiring the right people as we are about building great products.

Position Overview:

We are searching for a support engineer who possesses a blend of technical and customer-facing skills to successfully support the 6 River solution remotely. The expectation is that you are fast learning, independent and can work with our engineering and go-to-market team to make our customers successful. This job requires a unique combination of flexibility, troubleshooting, creativity, leadership skills, and drive. Plus, the ideal candidate will be able to grow with the company and take on additional leadership roles over time.

This is an exciting opportunity to have a real impact on the development of our automation platform. You will work across disciplinary lines on a small team. We guarantee you will be bragging about your job to friends and family on weekends.

Key Activities:

- Own and respond to client issues via email and phone
- Collaborate with engineering teams to problem-solve critical production software issues
- Work with customer operations teams to provide technical guidance and troubleshoot operational challenges
- Develop software tools to resolve issues effectively and efficiently. Automate and script routine tasks
- Execute technical tasks such as software updates
- Own and drive root cause analysis on complex software issues

Position Requirements:

- Analytical, technical and problem solving skills that can be applied to real world solutions
- Very strong Linux skills
- Understanding of relational databases and SQL querying tools
- General understanding of network topologies such as VPNs, firewalls, and routers
- Experience with ROS, Javascript and cloud based technologies a plus
- Excellent written and verbal communication skills. Excellent interpersonal and customer service skills
- Ability to work in a fast paced, rapidly changing environment. Experience in a logistics environment is a plus
- 2 to 5 years of recent relevant experience
- BS degree in Engineering or Computer Science; MS degree is desirable

Compensation:

Competitive salary and equity. Excellent benefits and limitless career growth opportunities

Location:

Position will be based at our headquarters in Waltham, MA