

Associate Implementation Engineer

Reports to: Leader of Solutions Integration

Location: Anywhere in U.S.A., must be able to work EST and PST

Employment Type: Full-time

How to Apply: Email resume to HR@retailvelocity.com

About the Company: Retail Velocity, founded in 1994, is the world leader in ingesting, harmonizing and formulating point-of-sale (POS) data for both the Consumer Goods and Retailing industries. Two brothers, John and Jeff Beckett, decided to create a company built around multiple products to drive CPG/Retailer collaboration while "fixing" an age-old problem in those industries – Data Visibility. Welcome to the world of Perfect Data. Our iPaaS platform is not only a foundation for all analytics, artificial intelligence, and machine learning, but our SaaS products are specific to the key business stakeholders within the Consumer Goods and Retailing industries and drive tremendous ROI (return on investment). In 2021, we are focused on taking Retail Velocity to the next level—fulfilling the founder's vision while creating a company that thrives on success for our people, our clients, and our company.

Role Overview: The Solutions Integration team comprises critical roles involved in all aspects of data from retailers and consumer goods companies within the Velocity© platform. Data ingestion and harmonization is the initial stage of preparing data to be used by analytics experts. This foundational layer will be essential to building artificial intelligence, machine learning and driving insights. Data, however, should not be limited to point-of-sale data, but developing and executing a holistic capability with the client for the proper use of structured and unstructured data is the focus. Data will include many sources and outcomes, including sell-in, point-of-sale, demographic, weather, and loyalty, to name a few. Daily data is our focus, acknowledging that many business decisions are presently built around weekly or monthly data. Properly integrating daily and non-daily data is both a science and an art, and this team is essential for success. This role will primarily be an individual contributor, while helping to mentor and assist other team members as the team grows based on client acquisition.

General Duties & Responsibilities

- Ability to understand the business objectives and technology, as well as underlying data required for supporting business unit needs
- Ability to communicate technical concepts to technical and non-technical audiences
- Identify, analyze and document application and data quality issues and work closely with internal and client personnel for timely remediation

- Identify recurring incidents and trends, escalate appropriately and assist with keeping knowledgebase up-to-date
- Support projects and participate in training sessions, presentations, and meetings
- Participate in established processes to drive out inefficiencies, operationalize recurring incidents and continuously work to improve the team's client satisfaction
- Insightful and looks for ways to incorporate new, improved thinking
- Ensures documentation for implementations are complete and up-to-date
- Resolves problems regarding Velocity Applications and systems. Supports peers with resolution of client-side production problems after problems have escalated through existing support systems
- Provides data analysis, report design and development, writes stored procedures, SQL functions, scripts, triggers and views using Microsoft SQL Server tools and Microsoft Visual Studio
- Prioritizes, develops, and documents technical best practices and standards; champions them within the organization
- Help mentor and train peers in Velocity© and overall system design principles
- Excellent written and oral communication and interpersonal skills

Role Duties & Responsibilities

- Creates technical solutions to address client business needs based on Velocity© components, industry standards and best practices.
- Actively participates on one “large enterprise-level” client across lifecycle of implementation and assists with smaller clients as needed.
- Assists in partnering with business stakeholders, management, teams, and client to identify needs and guide the delivery of cost-effective, high-performance technology infrastructures and possible use of third-party applications.
- Participates and collaborates in client acquisition process and be responsible for bringing together to create a holistic response; developing technical deliverables in support of sales pursuits (i.e., detailed solution scope assumptions and pricing estimates for infrastructure, technical content for pitch).
- Participates in client requirements sessions and provides the mapping of client needs to internal SaaS products, as well as custom development/services.
- Assists in developing level-of-effort estimations of solutions.
- Develops high-level technical deliverables in support of client solutions, such as data models, context/data flow diagrams, architectural and/or interface diagrams.
- Contributes to the design and continued improvement of our SaaS platforms and solution products.
- Provides hands-on troubleshooting and consulting for solution performance challenges or project delivery concerns if needed.
- Recommends and evaluates new technology products and service offerings.
- Participates in technical roadmap assessment projects.

Great People Deserve Great Benefits

We know that we have some of the brightest and most talented associates in the world, and we believe in rewarding them accordingly. If you work here, expect competitive pay, comprehensive health coverage and endless opportunities to advance your career.

Retail Velocity (RV) is an Equal Opportunity Employer. RV's policy is not to discriminate against any applicant or employee based on actual or perceived race, age, sex, or gender (including pregnancy), marital status, national origin, ancestry, citizenship status, mental or physical disability, religion, creed, color, sexual orientation, gender identity or expression (including transgender status), veteran status, genetic information or any other characteristic protected by applicable federal, state or local law. RV also prohibits harassment of applicants and employees based on any of these protected categories.

RV will provide accommodations to applicants needing accommodations to complete the application process.