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| **Product & Tech Deployment Specialist**London, UKFixed-Term Contract (1 Year) with possibility to extend or convert to a permanent contract. |
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| **The Company** |  |  |  |
| SoftBank Robotics has embraced the ambitious goal of developing robots for everyone and is poised to disrupt the robotics industry. We believe that in the coming years' robots will positively impact our lives to the same extent as PCs and mobile devices did during the past 3 decades. Robots will change the way we learn, work and communicate. SoftBank Robotics autonomous robots are powered by artificial intelligence and designed to solve labour issues in various industries, providing business owners with a compelling proposition. Presence within the facility management, hotels, real estate and food industries is a strong element in our strategy to accelerate the deployment of robots in the work environment. It is expected that service robots will shape the majority of robotics in the coming years. We are at the forefront of shaping the robotics market, providing unique opportunities to form the future for all its employees.  |
| **Job brief** |  |  |  |
| At SoftBank Robotics EMEA we are seeking a **Product & Tech Deployment Specialist** to help us to drive the success of European objectives from a product deployment and customer onsite support with technical approach including:-* Product deployment and customer onsite support of European based business initiatives
* Preparation for product deployment and testing new product functionality as needed
* Ensuring the success of the product in the market
* Contribute to increasing user engagement, gathering feedback
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| **Responsibilities** |  |  |  |
| * Carrying out a product demo the tray delivery use case and operation
* Execute the deployment of the tray delivery robot
* Carry out the kitting of the robots
* Execute training the staff on how the tray delivery robots are used
* Monitor / advice on the usage of the tray delivery robots onsite after the mapping and support the initial phase of the trial (change management support) by demonstrating how to effectively use the robots
* Collect product and UX feedback from the restaurant team onsite (staff, supervisors, managers etc)
* Test new product solutions to see if there are usage improvements
* Following up the usage via cloud data and see if the robots are being used (If robots not used then identify the reasons by contacting the restaurants / going onsite to verify)
* Solve the bottleneck of the low usage onsite or to escalate the issues to relevant tech expert
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| **Requirements** |  |  |  |
| * Bachelors degree required, engineering degree is a plus
* Ability to travel 70% of the time, mainly in the UK
* Demonstrated success defining and launching excellent products
* Ability and willingness to learn: Robotics, AI, industry verticals, new business models
* Comfortable with customer facing tasks
* Excellent written and verbal communication skills
* Comfort dealing with technical topics and detailed technical product information
* Excellent teamwork skills
* English (native language). Familiarity with other languages a plus
* A roll-up-your-sleeves-atittude, self-starter and experienced or highly interested working in a start-up environment
* UK drivers License
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| **What we Offer** |  |  |  |
| * Contribute and grow professionally with an exciting start-up
* An attractive long-term incentive package with shares in a pre-IPO company
* Work in a rewarding international culture with peers on top of their profession, in an organization that breeds technology innovation and disruptive businesses
* Be part of an expanding group with numerous future career development prospects
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| **The SoftBank Group and SoftBank Robotics** |
| The SoftBank Group was founded in 1981 by Masayoshi Son and is guided by its corporate philosophy of “Information Revolution—Happiness for everyone.” The business aims to be a corporate group that maximizes enterprise value while providing essential technologies and services to people around the world. At present, the incorporation of artificial intelligence (AI) into a variety of business models is starting to change value creation and will fundamentally redefine most of the industries. To ensure that the SoftBank Group captures the huge opportunities arising from the market expansion and the creation of new industries driven by AI utilization, the group is implementing the Cluster of No.1 Strategy, a unique strategy for orchestrating the organization, and is stepping up its investment activities, mainly through SoftBank Vision Fund, established in 2017, to build a group of companies engaged in diverse businesses in the information and technology field.SoftBank Robotics is a holding company that oversees the robotics business in the SoftBank Group. SoftBank Robotics is driving technology forward by becoming a worldwide leader in robotics solutions. With more than 500 employees working in Paris, Tokyo, San Francisco, Boston and Shanghai, SoftBank Robotics is constantly exploring and commercializing all robotics solutions that help make people's lives easier, safer, more connected, and more extraordinary. SoftBank Robotic’s solutions is structured around three main pillars: security & heavy lifting, communications and cleaning. In security & heavy lifting, robots are being developed and research by the subsidiary Boston Dynamics. In communications, SoftBank Robotics applies its expertise with humanoid robots such as Pepper and NAO, whereas in cleaning wholly new area of cobotics has been created through the vacuum sweeper Whiz.  |

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| **The Robotics Industry & Market** |
| Robotics technology has the potential to positively transform lives and work practices, raise efficiency and safety levels and provide enhanced levels of service. Robotics is set to become the driving technology underpinning a whole new generation of autonomous devices that, through their learning capabilities, interact seamlessly with the world around them, and provide the missing link between the digital and physical world.Robotics is already the key driver of competitiveness and flexibility in large scale manufacturing industries. Without robotics many of Europe’s successful manufacturing industries would not be able to compete from their current European bases of operation. By the same token, service robotics will show far more disruptive effects on the competitiveness of non-manufacturing industries such as hospitality, food, agriculture, transport, healthcare, security and utilities. The growth in these areas over the coming decade will be much more dramatic. From what is currently a relatively low base, service robots used in non-manufacturing areas are expected to become the largest area of global robot sales. |