



We are looking for an entry-level Support Technician for our Field Support Engineer team. Seeking candidates wanting to advance their career from help desk to technical support in the booming telecommunications industry. Extensive training provided in OSP network engineering, working with our proprietary Unity mapping software and other GIS platforms. Any experience with workspace database management, SQL, and CAD / GIS mapping software is a plus!

### **ABOUT US**

Established over 25 years ago as a one-man subcontracting service, Rainbow Design Services has since grown to be a proud leader in the telecommunications industry with over 500 diverse employees. We've built direct partnerships with some of the largest cable providers to support the nation's critical infrastructure. As an essential industry, we are continuing to grow! Currently, Rainbow Design Services is seeking an entry-level **Support Technician** (in-house title: "FSE – Field Support Engineer") to join our team of professionals.

### **POSITION SUMMARY**

In this entry-level position, you will work under general supervision to perform a variety of technical tasks which provide support for CAD platform users. Broadly, you will be responsible for assisting in-house and external users via merge request tickets, help tickets, and general troubleshooting. For success in this role, you must be comfortable:

- Quickly learning and applying new technological processes
- Handling a high volume workload
- Providing customer support, as needed
- Working extended hours, as needed

All applicants with a strong technical background and good written/verbal communication skills will be considered. Preference will be given to those with knowledge of the following: SQL, Oracle databases, ArcGIS platforms, and/or Bentley Microstation mapping software.

**JOB TITLE:** Support Technician (in-house title: "FSE")

**DEPARTMENT:** Technology

**PAY:** \$18/hr + Benefits

### **HOURS & LOCATION**

- Our Linn Station office is located in J-town (in Louisville, KY). At this time, we are offering full-time, on-site work only

- Our 1<sup>st</sup> shift is ideal for early risers. The hours for this position are M-F, 7:00 AM – 3:30 PM, with occasional overtime expected
- Our 2nd shift is ideal for night owls. The hours for this position are M-F, 4:00 PM – 12:30 AM, with occasional overtime expected

### **RESPONSIBILITIES**

- Resolving tickets and other support requests
- Troubleshooting workspace conflicts within Bentley Microstation
- Monitoring ticket system to support internal and external users
- Escalating unresolved issues to the next level of support
- Maintaining and updating project spec-files
- Performing quality control checks on completed user projects
- Performing on-going, periodic tasks related to geospatial database maintenance
- Preparing and submitting reports of project updates
- Attending team and departmental meetings
- Communicating as needed with supervisor(s) to provide project status updates in person, by phone, or email
- Other duties as assigned

### **QUALIFICATIONS & REQUIREMENTS**

- 1+ year of experience with CAD mapping software (highly preferred)
- 1+ year of experience with Oracle databases, SQL (highly preferred)
- 1+ year of work experience in an IT-related field – e.g., helpdesk experience
- Understanding of telecommunications networks is a plus
- Advanced knowledge of Extract, Transform, Load (ETL) processes is a plus
- High proficiency in MS Office suite
- Adaptability; must be able to handle multiple projects with shifting, customer-driven priorities
- Must be comfortable working within tight deadlines in a fast-paced environment
- Strong verbal and written communication skills
- Excellent attention to detail

### **BENEFITS & COMPANY CULTURE**

Our company benefits include:

- Flextime schedule
- Paid Vacation
- Paid Personal Days
- Paid Holidays
- Paid Training
- 401k Retirement Plan
- Group Health Insurance (3 plan choices)
- Health Savings Account

- Dental / Vision Insurance
- Tuition Assistance / Discount
- Company-Provided Life Insurance
- Company-Provided Short Term Disability
- Employee Assistance Program
- Gym Membership Discount

In addition to these exciting benefits, Rainbow Design Services provides a casual dress code, team-oriented work environment, and ample opportunities for growth. Apply today if you are interested in the position and meet the qualifications!

### **CONTACT US**

Submit a resume to be considered for this position, or visit our website for application instructions.

[rainbowdesign.net](http://rainbowdesign.net)