



## **Position Announcement – GIS Training/HelpDesk Specialist**



**Company:** RedCastle Resources, Inc.  
**Title:** GIS Training/HelpDesk Specialist  
**Location:** Salt Lake City, Utah  
**Application Deadline:** open until filled  
**Position Starts:** as soon as feasible

**Company Background:** RedCastle Resources is an innovative, employee-friendly company providing Remote Sensing, GIS, and Information Technology support to the US Forest Service and other land management agencies. For over 21 years, RedCastle Resources has provided on-site support to the Geospatial Technology and Applications Center (GTAC), assisting National Forests, GTAC, Research Stations, and interagency partners by using advanced geospatial technologies for improved mapping, inventorying, and monitoring of natural resources.

**Position Description:** The GIS Training/HelpDesk Specialist is an on-site RedCastle Resources contractor position within the US Forest Service GTAC GIS Training/HelpDesk Group. The group is a small unit; thus, the selected candidate will be involved in all aspects of the development and delivery of GIS training and HelpDesk services to natural resource and geospatial application specialists across the agency. The successful candidate will have a strong background in GIS with extensive knowledge of current ESRI products including ArcGIS, ArcServer, ArcSDE, Spatial Analyst, 3D Analyst, and enterprise data services. The individual should have the experience, aptitude and skills to successfully develop curriculum and teach complex information to adult learners. In addition, the candidate should have experience in providing helpdesk type services including responding to questions related to software installation, configuration, licensing, and troubleshooting mobile GIS and GPS applications. Excellent communication skills are a must—including technical writing, verbal communication, public speaking, and presentation skills. The candidate must have an aptitude and be willing to learn and use the unit's training development and HelpDesk software. The successful candidate will be a good self-learner and will be expected to teach and advise on subjects that are beyond his/her current technical competencies. Course delivery and HelpDesk services are typically via web conferencing, so travel is minimal.

**Education Requirement:** Bachelor's degree related to geography, GIS, remote sensing or physical/biological/environment/natural resource discipline with substantive coursework in geospatial analysis and modeling and 7 years relevant work experience; OR a graduate degree and 3 years relevant work experience.

Salary is dependent upon qualifications and experience. This position offers a generous benefits package which includes health and dental insurance, company contribution 401K and profit sharing, long term disability insurance, and paid vacation, sick leave and holidays. A moving allowance may be provided.

Please submit a resume and letter of interest to [employment@redcastleresources.com](mailto:employment@redcastleresources.com) at your earliest convenience. Application review will start immediately, and the position will start as soon as practical. Phone calls and email correspondence are welcome for gathering additional information

E-mail: [employment@redcastleresources.com](mailto:employment@redcastleresources.com)  
For additional information, please call (801) 322-5100  
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