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 a small, employee-friendly company that provides geospatial and information technology support to natural resource management agencies throughout the country and around the world. We specialize in the analysis of remote sensing, ecological, and other geospatial data, and training and communicating with natural resource managers and other subject matter experts. The majority of our staff provide support through contracts with the USDA Forest Service, Geospatial Technology & Applications Center (GTAC), assisting National Forests, Regional and Washington Offices, USFS Research, International Programs, and partnering federal agencies to use advanced geospatial data and technology for improved mapping, inventorying, and monitoring of natural resources.

Position Description: The GIS Training/HelpDesk Specialist is a RedCastle Resources contractor position within the 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 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, and 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 their 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 3 years relevant work experience; OR a graduate degree and 1 year relevant work experience.

Salary is dependent upon qualifications and experience. This position offers a benefits package which includes health coverage, 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 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
For additional information, please call (801) 322-5100
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