
EQUINOX SEEKS APPLICATION SUPPORT TECHNICIAN

We develop and maintain software applications for telecommunications companies. We're looking for a college graduate who is passionate about helping our customers have an extraordinary experience with the TeleLink and Protector software they license from us. We're a fun, friendly software development company offering many perks, including some that are unique nowadays, which explains why most folks we hire stay with us for their entire career. Specific requirements are listed below, but if you have strong problem-solving skills, a passion for learning new things and helping our customers succeed, we'd love to hear from you!

COMPANY

In 1986, Wayne Lowe and Byron Middendorf founded Equinox Information Systems because they wanted to create a great work environment. Since that time, more than 380 telecommunications companies have trusted Equinox for revenue protection and optimization solutions. Equinox currently processes 2 billion usage records every day for customers across all segments of the telecom industry to address profitability and network efficiency issues, including data mediation, fraud management, revenue/expense management, routing assurance, usage analytics, network analysis, and custom application development. Equinox is privately held, profitable, and debt-free. As of 2015, it is an employee-owned company (ESOP).

REQUIRED QUALIFICATIONS FOR APPLICATION SUPPORT TECHNICIAN

- Possess Bachelor's degree
- Have strong problem-solving and communications skills
- Able to complete tasks independently
- Must function as part of an integrated team
- Manage customer relationships
- Be confident researching items
- Have a clean drug screen and background check
- Able to use Windows and Microsoft Office applications
- Be available for full-time, permanent position on-site at company headquarters

PREFERRED SKILLS FOR APPLICATION SUPPORT TECHNICIAN

- Degree in information technology or IT specialty
- Exceptional written and verbal communication
- Understand essential SQL database commands and queries
- Go-getter personality with self-discipline and an eagerness to learn
- Able to handle multiple tasks concurrently for multiple customers

RESPONSIBILITIES OF APPLICATION SUPPORT TECHNICIAN

- Provide technical support for Equinox proprietary software applications Protector and TeleLink
- Research issues and questions from customer
- Engage directly with customers to install and troubleshoot purchased software
- Clearly communicate with customers via email and phone calls
- Coordinate with multiple departments to complete project implementations
- Work with testing department on all aspects of solutions
- Interface with development personnel as needed

WHAT'S SPECIAL AT EQUINOX

- True 40-hour work week
- Family comes first; it's on our business cards
- Developing software is our business
- Long average tenure; very little turnover
- Local owners and no red tape
- No offshore employees, teams, or contractors
- Quarterly profit sharing
- Employee Stock Ownership Plan (ESOP)
- Company-paid fitness club membership
- Christmas bonus

WHAT'S NORMAL AT EQUINOX

- 10 paid holidays
- Paid vacation increasing with tenure
- 401(k) contributions
- Insurance: Health, dental, vision, long-term disability
- 8AM-5PM M-F (with flexibility for dealing with your life outside work)
- Annual performance evaluations
- Semi-monthly paydays

OTHER DETAILS

- Salary commensurate with experience/technical ability.
- Equinox is a Microsoft shop.
- Local candidates only. Relocation reimbursement and visa sponsorship are not available.

CONTACT

- Send resume to jobs@equinoxis.com

