



EQUINOX
Information Systems

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 360 telecommunications companies have trusted Equinox for revenue protection and optimization solutions. Equinox currently processes a 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). To learn more about Equinox's solutions and the people who power them, visit www.equinoxis.com

POSITION

- Application Support Analyst

RESPONSIBILITIES

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

QUALIFICATIONS

- Possess Bachelor's degree
- Have strong problem-solving and communications skills
- Must function as part of an integrated team
- Able to complete tasks independently
- Be proficient researcher
- Manage customer relationships

SALARY

- Commensurate with experience

CONTACT

- Send resume to jobs@equinoxis.com

