



Stellenanzeige

Technical Support Specialist (m/f/d)

Wir sind RACE RESULT. Wir machen Sportzeitmessung. Und darin sind wir ziemlich gut: Jährlich statten wir tausende Events rund um die Welt mit unseren Lösungen aus, vom Marathon bis zum Skirennen. Zuhause sind wir in Pfinztal bei Karlsruhe. Dort entwickeln wir Ideen, die uns zum Technology Leader unserer Branche gemacht haben: Hardware, Software, Workflows, Online-Plattformen, Produkte und vieles mehr. Unser Qualitäts- und Innovationsanspruch spricht sich herum, deshalb wachsen wir jährlich um rund 30%. Ohne Investoren, sondern einfach mit Leidenschaft und Idealismus. Weil es rasant vorwärts geht bei RACE RESULT, suchen wir talentierte Menschen, die uns unterstützen. Bist Du das vielleicht?

Location: Louisville, CO

Company: Race Result Americas, Inc.

About Us

Race Result Americas powers the races you love – from neighborhood 5ks and backyard motocross events to world-class marathons and professional sports. We build and support cutting-edge timing technology that keeps events running smoothly and results accurate down to the millisecond.

The Role

We're looking for a Technical Support Specialist who thrives on solving problems, helping customers, and being part of the action behind live events. This isn't your typical desk support job – you'll be troubleshooting timing software one minute and helping a race go off without a hitch the next.

If you enjoy a mix of tech, teamwork, and the occasional race-day adrenaline, you'll fit right in.

What You'll Do

- Be the go-to expert for customer support questions via email, phone, and chat
- Troubleshoot hardware, software, and network issues related to race timing systems
- Onboard new customers to help them have successful timing experiences
- Support live events remotely (and occasionally on-site) to ensure everything runs smoothly
- Create helpful guides, FAQs and documentation to make customer's lives easier
- Work closely with our sales team, as well as our product and engineering teams to improve our tools and systems
- Become the liaison between our customers and the engineers at our headquarters
- Learn something new all the time – no two events (or support cases) are the same

What you bring

- Bachelor's degree in a technical field (or equivalent experience)
- Experience with race timing systems or hands-on experience in the event industry
- A knack for troubleshooting and solving technical problems under pressure
- Strong understanding of networking, hardware setup and software systems
- Strong communication skills – you can explain technical things in a human way and are able to support a wide range of customers
- A calm, can-do attitude (especially when race day gets hectic)
- Willingness to occasionally travel and work weekends for event support
- Ability to work independently and manage multiple priorities across time zones

Bonus Points If You

- Have used RACE RESULT or similar timing technologies
- Have worked endurance events or are an athlete yourself
- Speak Spanish, French, Portuguese or German
- Love the energy of race day as much as we do

Why You'll Love It Here

- You'll play a direct role in making events successful and memorable
- Work with a team that's passionate, supportive, and a little obsessed with split times
- Flexible work environment with opportunities to get out in the field
- A job that's equal parts tech, people, and real-world impact
- Competitive salary with performance-based incentives and company profit share
- Option to become a company shareholder
- Generous benefits (401k/HSA), flexible work hours and vacation time

How to Apply

Send us your resume and a quick note about your experience with timing systems or events – and tell us your favorite race.

race result AG

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Flexibles Arbeiten - Echte Eigenverantwortung - Individuelle Urlaubsplanung - Möglichkeit für Home Office -
Familienfreundliches Arbeiten - Gute Work-Life-Balance - Leistungsorientiertes Gehalt - Respekt im Umgang -
Fabelhafte Kollegen - Gewinnbeteiligung - Super Entwicklungschancen - Freiheit zum Experimentieren -
Aktienprogramm - Reisen zu Events - Monatliche Goodies - Kostenlose Getränke - Kostenloses Obst -
Kostenloser Parkplatz - Zuschuss zur Kinderbetreuung - Firmenfeiern und Events - Top moderner Arbeitsplatz

Wir passen zusammen?

Dann sende uns deine Bewerbung mit Gehaltsvorstellung.