



Job Description

Racetrack Support Specialist

Job Title: Racetrack Support Specialist

Department: Regulatory

Reports to: Racetrack Operations and Licensing Manager

Supervises: None

Status: Exempt

Position Summary

Provide technical and educational support to members, racetracks, and officials for various USTA systems, including eTrack, FAS, ePS, and online services. This is a hybrid role that requires regular in-office attendance each week.

Duties & Responsibilities

- Serve as the first point of contact for all racetrack system-related customer inquiries; maintain 24/7 availability as needed.
- Train and support member tracks and track officials on the use of eTrack, ePS, FAS, and other online services.
- Process and review license applications for clerks, charters and program directors.
- Monitor the FAS system and enter data as necessary.
- Post the weekly rulings bulletin on the USTA website.
- Maintain legal files related to rulings and provide information to members and racing commissions as requested.
- Participate in product development, system testing, and user training via webinars, phone, or in person.
- Create and maintain user manuals and documentation for USTA software.
- Maintain and update track membership files.
- Assist in preparing materials for USTA schools and seminars.
- Provide backup support for in-house system-related inquiries.
- Conduct acceptance testing for all system upgrades.
- Act as a liaison with the systems development team to report and track suspected software issues.
- Log and document all incoming support inquiries and their resolutions.

Required Skills & Abilities

- Proficiency in Microsoft Office and USTA software applications.
- Strong written and verbal communication skills.
- Ability to lead, train, and support users effectively.

- Familiarity with USTA rules and regulations, with the ability to interpret and apply them.
- Team-oriented with the ability to collaborate across departments.

Qualifications

- Bachelor's or associate degree, or equivalent work experience.
- Experience in breed registry, licensing, or regulatory environments.
- Background in harness racing operations, especially within a race office setting.

While performing the duties of this job the employee is:

- Regularly required to sit.
- Use hands to finger, handle, or feel.
- Reach with hands and arms.
- Talk or hear.
- The employee is occasionally required to stand and stoop, kneel, crouch, or crawl.
- Occasionally required to lift and/or move up to 25 pounds
- Specific vision abilities required by this job include close vision, distance vision, color vision, and peripheral vision. Required to view and focus on a computer screen

Working Conditions/Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- 95 % indoor office environment. The noise level in the work environment is usually moderate.
- 5 % outdoors. May be exposed to the elements and inclement weather.
- Will be required to work some weekends and nights.
- This Job requires travel up to 5% of the time.