



<https://incsub.com/careers/support-superhero/>

## Support Superhero

### Description

Are you fed up with the same routine, day in, day out... wake up, work, eat, rinse, repeat... yawn... dreaming of making a change, making a difference, and doing something you enjoy from anywhere in the world you fancy?

Stop dreaming about tomorrow; start making a difference today. Join our team at [WPMU DEV](#) and be the hero you've always known yourself to be!

### Responsibilities

You'll work on various WordPress projects across WPMU DEV, CampusPress, and Edublogs. We power and host websites used by millions of users every single day.

The role will involve:

- Supporting our awesome members and customers
- Hanging out in the WordPress.org forums – being massively friendly, helpful, and useful
- Assisting with and solving all manner of WordPress questions with style!
- Co-ordinating with developers over bugs, features, and cool new stuff
- Being an active part of the Incsub team
- Sharing cat photos, amusing videos, and animated gifs

Location is unimportant as long as you are available, enthusiastic, committed, passionate, and know your WordPress.

Reach for the skies; we have a heap of many challenges and opportunities for those who aspire to do more!

### Qualifications

- Love people and love yourself!
- Have a really good familiarity with WordPress
- Along with amazingly great communication skills, ideally, you'll be a native English speaker, but we're flexible on that
- Are a great team player, keen on working in an expanding, motivated, distributed support team
- Love impressive response times, typing speed (it matters), and the ability to really bang good stuff out
- Might even be able to code (PHP/MySQL and/or HTML/CSS) a bit, or a lot, even better

### Job Benefits

- You will be provided with all of the tools, support, and backing you need to get the job done
- Offer very attractive working conditions for the right candidate
- 28 days paid leave per annum (up to 35 days)
- Opportunities for paid travel to attend WordCamps and other industry conferences
- Long service leave (3 months off paid) after you've been with us for a

### Employment Type

Full Time

### Working Hours

Full Time – 40 Hours Per Week

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- Up to 2 months salary bonus based on company growth targets
- Technology budgets every three years; the longer you serve, the higher the budget
- General expenses budget yearly; the longer you work, the more you get

### **WHAT SHOULD I DO NOW?**

Download the [Support Task Sheet](#), answer those questions and then get your application in with the completed answers. That simple!

*\* If you don't include the completed task sheet, we won't assess your application*