incsub

WordPress Support Specialist at CampusPress

Description

We are on the hunt for some epic talent to join our [CampusPress](#) family. You'll be working on various WordPress projects across CampusPress, and Edublogs. We're looking for a person available to work on the following schedule: 7:00 PM to 3:00 AM UTC

Responsibilities

The role will involve:

- Providing support by email to our Edublogs and CampusPress customers.
- Assisting with and solving all manner of WordPress questions, with style!
- Contributing to testing and QA with updates to WordPress core, plugins, and themes.
- Coordinating with developers over bugs, features and cool new stuff.
- Being an active part of the Incsub team.

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

Qualifications

Requirements:

- Have a really good familiarity with WordPress, might even be able to code (PHP, MySQL, and/or HTML, CSS) a bit, or a lot, even better
- Experience in WordPress Multisite Networks
- Amazingly great communication skills
- Impressive response times, typing speed (it matters)
- Interpersonal skills, including the power to swiftly build rapport with both current and potential customers
- Are a great team player, keen on working in an expanding, motivated, distributed support team
- Enjoy collaborating with others, and don't back down from a challenge
- Love people and love yourself!

We like all staff to be working 40 hours a week, but if you did want to work more hours, that's also cool with us.

Skill-set

WordPress, Multisite Networks, Customer Support, Education Industry Knowledge, English language, Communication, PHP, MySQL, HTML, CSS

Job benefits

- Flexibility
- 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

Hiring organization

CampusPress

Field

Support, Technical Support, WordPress Support

Employment Type

Full-Time

Job Location

Remote

Working Hours

Full Time - 40 Hours Per Week

- Long service leave (3 months off paid) after you've been with us for a while
- Up to 2 months salary bonus based on company growth targets
- Technology budgets every three years; the longer you serve, the higher you deserve
- General expenses budget yearly; the longer you work, the more you get

What should I do now?

Download our [CP Support Enthusiast Task Sheet](#), and the [tasksheet files](#), answer those questions and then submit your application. It's that simple!

*** We are unable to consider applications that fail to demonstrate a high level of written communication.

Hiring process

Our hiring process includes the attached task and an interview with our management team, enclosing a 2nd task. Good luck!