

TECHNICAL SUPPORT ANALYST

GRV Media is a high-growth, multi-platform new media company with a 20 year successful track record and 120 staff and content providers. Our own and partner sites achieved 420m page views in the first quarter, from 173m users.

We are looking for a Technical Support Analyst to provide support to our existing tech team by improving and delivering processes.

This is a varied role that will suit someone who loves technology and supporting people to get the most out of it. You will provide first level tech support for our internal team. You will setup and improve application usage, which could be Google Workspace, Slack or new applications for social media management, as examples. You will be involved with the wider tech team in specifying products and testing new deployments, and you will be involved in training our internal teams.

The ideal candidate will be detail orientated and approachable. You will be a natural problem solver who is driven to learn new technologies and a strong communicator.

GRV Media is a UK based, remote company and applicants are asked to apply only if they have a right to work in the UK, are prepared to work remotely and enjoy doing so.

Main areas of responsibility:

- Providing first level tech support internally
- Manage company-wide applications such as Google Workspace and Slack
- Contribute to tech discussions
- Be involved in testing
- Produce training materials on internal and external application usage

Key skills:

- A demonstrable knowledge and love of technology
- Experience in providing technical support would be preferred
- Experience debugging websites would be an advantage
- Experience of Wordpress administration would be an advantage

Benefits

- Taking the lead on interesting projects with interesting people

- A competitive salary depending on experience
- Discretionary bonus scheme
- Company Pension contribution
- A professional but friendly working environment.

Applying

Apply via email using the link below. Include your CV, a little bit about you, some examples of projects you've worked on, and why you'd like to work with us.

[Apply Here](#)

If we think you're a good fit we'll arrange a telephone call with you soon after that.

We are an equal opportunity employer.

Seniority Level

Junior level

Employment Type

Full-time

Industry

Online Media, Publishing, Marketing & Advertising

Job Functions

Information Technology, Support, Project Management