IT/Software Support Engineer

JOB TYPE:	Permanent
STARTING SALARY:	22,000 to 30,000 per annum (based on experience)
WORKING HOURS:	Monday to Friday weekly shift rotation: 06:00-14:30/09:00-17:30/12:00-20:30
LOCATION:	Newcastle, UK

We're offering an exciting career development opportunity for a highly motivated and experienced software support engineer to join our growing support team. The role primarily involves technical problem solving and solution implementation for our photo gift software suite, on behalf of our worldwide family of customers and resellers.

You'll provide web and telephone support across the entire suite of web and desktop applications as well as working closely with our development team to find and resolve software and infrastructure issues.

For the right applicant, we can offer a competitive starting salary, exciting challenges, compelling rewards, excellent benefits and a great working environment. Based at our Head Office in Newcastle, successful candidates will be expected to travel both within the UK and internationally.

About You

We're looking for an experienced IT engineer, with a minimum of 2 years commercial technical support experience, with a proven ability to support clients beyond 1st line. We'd expect a good working knowledge of Linux Server in a production environment and we'd expect that you have a thorough knowledge of Windows and Mac operating systems and experience of network management. You'll ideally have experience in PHP, MySQL and other web technologies.

You'll be able to work independently and as part of a team and you're confident and articulate with good communication and presentation skills. You have excellent attention to detail and you are able and willing to work outside of normal working hours when necessary. Overall, you're personable and approachable, with an enthusiastic nature with a passion for excellence.

Requirements

- Own a valid passport, suitable for travel outside the UK

- Own a full and clean driving license with access to the use of a vehicle.

- Excellent English communications skills - verbal and written.

- Additional language skills are desirable

About Us

Taopix are an established, independent software development company based in Ponteland, Newcastle upon Tyne, with offices in Singapore, Japan and the US. Taopix deliver a market-leading software platform dedicated to the growing digital photo market, focusing on photobooks and photo gifts. Our complete software solution is available in over 60 countries, via a dedicated network of global partners and resellers.

Discover more at Taopix.com

Why Work for Us?

Taopix is a dynamic and growing software Development Company. We firmly believe that a happy team makes for a productive workplace. Our fast paced, friendly working culture is best summed up as; 'Work hard, play hard!'

And we like to reward our employees for the hard work and effort they put in. For the right candidate, there will be some excellent opportunities to grow and develop within this role.

Benefits

Some of the benefits we currently offer to our employees include;

- Funded Social Club Events
- Subsidised Staff Lunch Club
- Excellent staff leisure facilities, including the Taopix Chill Room and Mini Gym
- Company laptop

- Annual competitions and rewards
- Training and development
- Group Life Insurance
- Company pension scheme
- Unlimited supplies of caffeinated drinks!

For further information, or to apply for the position please email your covering letter and CV to: Faye Stephenson, Operations Director, fayes@taopix.com.