



JOB DESCRIPTION

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ROLE: APPLICATION SUPPORT ENGINEER

START DATE: Immediate start

LOCATION: Working from home

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THE ROLE

Here's an unbelievable chance to take more responsibility, learn deeper software skills and accelerate your customer service career.

Right now at Oppolis we're hunting for a fired-up, passionate support professional looking for their next big challenge. Is this you? If it is, we have an incredible opportunity to work in a specialist team dedicated to customer success.

Our Oppolis Cloud productivity and workflow optimisation software hooks into the Adobe Creative Cloud suite, which includes Photoshop and InDesign, and is used by over 15 million marketing and design professionals worldwide.

On the other side of our business is OppSport, which is used by English Premier League and Championship teams to manage match-day passes and stadium zone permits for broadcasters like Sky and reporters from the media.

This varied support role will utilise your strengths in diagnosis, analysis and logical thinking to identify the use case or issue and provide the required level of application assistance to resolve it. Tools you could use include direct phone conversation, screen-sharing, web-based training or an escalation to the development team.

This is a rare and rewarding opportunity to work with some of the most highly desirable companies and football clubs and contribute to their ongoing success.

CANDIDATE REQUIREMENTS

This role is available for an August 2022 start.

Candidates should be able to clearly show experience of working in a customer-focused IT services role. Supporting software applications would be a strong advantage and a bonus would be having experience or an interest in marketing.

All candidates should show the following skills both in their application and interview:

- Strong people management skills

- A passion for customer service
- Composure and confidence in all situations
- A willingness to take ownership of issues
- A zero-inbox attitude
- A general interest in software and technology

ABOUT OPPOLIS SOFTWARE LTD

Founded in 2003, Oppolis is a specialist software company based in the centre of Telford with a global customer base. Our expanding client list is pushing the growth of our customer success team.

Our primary software ecosystem called the Oppolis Cloud is made up of four products: GoProof, GoPublish, GoCopy and GoVersion. GoProof's customer base is made up of marketing users from large brands and creative agencies, whilst GoPublish helps teams from within the publishing industry.

As a market-leading Adobe software developer, all our products connect to the Adobe Creative Cloud suite of applications to help creatives streamline their workflows and collaborate better with their stakeholders and clients.

Customers of Oppolis include The Guardian, The British Lawn Tennis Association, Toronto International Film Festival, Wilson and San Diego Zoo.

POINT OF CONTACT

Please direct all applications to:

Tom Flynn
Services Director
tom.flynn@oppolis.com
01902 375651

OFFICE HOURS

Working from home, all equipment will be provided.

Working hours are 9am – 5.30pm Monday to Friday, with an hour break for lunch to be taken between 12 noon and 2pm.

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EQUAL OPPORTUNITIES

Oppolis follows equal opportunity principles when recruiting for roles. We do not discriminate against any employee or job applicant because of race, colour, religion, national origin, sex, physical or mental disability, or age.