



Recruitment:

Title	Support Team Member
Departments	Technical Services – QA & Support
Reports to	QA & Support Manager
Salary	20-30k

Answer calls and emails from clients

- Answer level 1 queries
- Create release packages
- Provide new releases for some products directly to clients
- Provide backup to the QA team when necessary.
- Load new releases on to test and live platforms
- Experience of print languages and protocols such as PCL v5 and PCL v6, Xerox PDL, lpr etc
- Baccalaureate degree / Bachelors degree
- A background in development, testing or operations
- Experience of change control and incident management
- Knowledge of SQL
- Experience of web servers such as Apache Tomcat

If you fill any of the above criteria, we would like to hear from you. To apply please email your CV to our HR Officer geraldine.blyth@gandlake.com