



Web: www.RustyQuill.com

E-mail: Mail@RustyQuill.com

Mail: Rusty Quill Ltd., 27 Old Gloucester Street, London, WC1N 3AX

Tech Support Assistant – Job Description

Our Company

Rusty Quill is a London-based UK entertainment production company and podcast network. We specialise in creating original, free-to-consume content as well as offering third party production services, with the aim of providing a platform for new and interesting voices and talent. Our podcasts currently receive in excess of 3 million listens each month and according to recent industry metrics, we are currently the most successful independent audio drama podcast network in the UK.

Our Values:

- **Diversity**
Maintaining a safe and non-discriminatory work space where people can collaborate on exciting and unique creative projects.
- **Opportunity**
Offering paid employment opportunities for those seeking to break into media production
- **Representation**
Providing a platform and safe, non-discriminatory workplace for new and diverse creative voices with poor representation in more established media
- **Community**
Working with our fans to grow a friendly and supportive community, united by our love of storytelling
- **Responsibility**
Providing leadership by example and working with our peers to improve the business practices of the media production industry

Media links

- www.rustyquill.com
- www.facebook.com/therustyquill
- www.twitter.com/therustyquill
- www.linkedin.com/company/rusty-quill-ltd

Role Summary

We are looking for a part-time Tech Support Assistant to help our Chief Technical Officer with the company's technical infrastructure, website maintenance and general troubleshooting duties as we look to enter the mainstream media market and scale-up our operations. Candidate should be comfortable with self-driven learning using online resources.



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Role Details

- Position: Tech Support Assistant
- Location: Remote (UK preferred but not mandatory)
- Hours: Part-time (8hrs per week - negotiable)
- Pay: £11 ph / £385 per month (plus expenses and corporate fees)
- Start Date: Immediate / ASAP
- Contract Length: Permanent
- Additional: Potential for role expansion and to participate in performance capacity

Responsibilities

This role involves:

- Working closely with and reporting to the Chief Technical Officer
- Fortnightly 121 meetings with the CTO to update on workflow
- Daily upkeep of our Rusty Quill *IT and Helpdesk* Teams channel, dealing with ad hoc requests from colleagues
- Troubleshooting our servers, systems and website
- We also encourage you to interact with our fan community via our social media outlets and Discord server

Requirements

We are looking for someone who:

- Has relevant interest and experience working in a tech support role
- Has independence, initiative, a positive attitude
- Can work in a small team and confident in a remote working environment
- Has an existing understanding of our community and its needs
- Can be regularly contactable via phone/email/Microsoft Teams both in and out of normal office hours (within reason)
- Applicants who are not degree-educated will be considered for this position if they have over two years' experience and an exceptionally professional manner.

Helpful secondary qualities are:

- Experience with websites
- Experience with Patreon
- Experience with YouTube
- Experience using O365/ Microsoft Teams/ Discord
- Experience with AWS S3/IAM roles
- Experience with Linux (e.g raspberry pi)

Person Specification

An ideal candidate is:

- Highly organised, self-disciplined and self-motivated
- Able to work well in a distributed working environment with minimal oversight
- A strong communicator
- An all-rounder that can confidently apply themselves to varying roles and duties
- Actively interested in online media production (especially podcasting)
- Familiar with our existing work and online communities
- Comfortable with formal reporting where relevant
- Comfortable engaging in “geek culture”



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Application Process

Please send a cover letter to **HR@rustyquill.com** with the subject line: "Tech Support-[NAME]-[DATE]" Then attach a copy of your CV (ideally PDF)

Please Note: If you're intending to perform this role alongside other media-related positions, it's your responsibility to declare any potential conflicts of interest to all affected parties at the outset.

Candidates that make it through the review stage will be invited for a video conference interview, after which we'll make our final decision and let you know the outcome of your application.