



SimpleGameHosting is on a mission to simplify the game-hosting industry. Our goal is to deliver the most seamless and enjoyable server hosting experience for the gaming community. We believe in creating simple solutions for our customers.

We're looking for individuals who are ready to grow in their careers and be a part of a fast-growing company. Join us if you resonate with our core values of Customer-centricity, Simplicity, and Innovation.

Position: Part-Time (20 hours/week)

Compensation: \$15/hour

Responsibilities:

- Provide exceptional support to customers and visitors over chats, tickets, and emails.
- Engage with customers who have recently canceled due to issues and attempt to resolve them.
- Create and update existing Knowledge Base articles for users as needed.
- Manage/update modpacks for Modpack Installer updates.

Qualifications:

- Strong Familiarity with Minecraft (Java Edition & Bedrock Edition)
- Basic Understanding of Minecraft Servers

- Experience in Troubleshooting Mod Errors and Understanding of Modpacks
- Strong Communication Skills
- Proficient in Tools like Google Workspace, Discord, Notion, CurseForge, and SFTP Clients
- Previous Customer Service Experience or WHMCS Experience is Preferred
- Preferred: Ability to Script Social Media Content, Record In-Game B-Roll Footage, & Video Editing

Training & Training Schedule:

Comprehensive 2 weeks of training and video courses during daytime business hours (12 PM to 4 PM Eastern Time)

Normal Schedule (20hr/wk):

- **Wednesday:** 4 AM - 8 AM Eastern Time (4 Hours)
- **Thursday:** 4 AM - 9 AM Eastern Time (5 Hours)
- **Friday:** 8 AM - 2 PM Eastern Time (6 Hours)
- **Saturday:** 4 AM - 9 AM Eastern Time (5 Hours)

The schedule may be subject to minor changes over time based on the company's needs.

Opportunities to pick up shifts may be available from time to time.

What We Offer:

- Professional Development: \$250 yearly budget for courses/workshops, redeemable after six months of employment.
- Tech Budget: \$250 yearly allowance for technology needs, redeemable after six months of employment.
- Team Building: Engage in internal company online game nights and opportunities to attend gaming conventions/events and company retreats.
- Benefits: 40 Hours PTO (conditions apply) and potential for end-of-year bonuses for eligible employees.
- Personal Game Server: Enjoy a free personal Minecraft server

- Location: This is a remote role; however, you must be based within the United States.

Start Date: We're looking to welcome a new member to the team by August 5, 2024.

If you're excited about joining a startup that's committed to reshaping the game server hosting experience and are comfortable with our training and shift schedule, we'd love to hear from you. Please send your resume to careers@simplegamehosting.com with the subject: Customer Support Role Application Submission!

Simple Game Hosting LLC is an equal-opportunity employer committed to providing a workplace free from discrimination or harassment. We expect every member of the Simple Game Hosting workplace to do their part to cultivate and maintain an environment where everyone has the opportunity to feel included and is afforded the respect and dignity they deserve.

Decisions related to hiring, compensating, training, evaluating performance, or terminating are made fairly, and we provide equal employment opportunities to all qualified candidates and employees. We examine our unconscious biases and take responsibility for always striving to create an inclusive environment that makes every employee and candidate feel welcome.