Career Opportunity

Support Officer – Cambridge, UK (Remote)

Why join Gorilla?

We work with leading scientists in universities and companies across the world. We create the tech they need to run online studies – from reaction time measurements to games, online shops and AI interactions. This gives researchers the data they need to make advances across the cognitive and behavioural sciences.

Gorilla wouldn't be possible without world class collaboration between behavioural scientists, software engineers, business developers and data scientists. We want to continue building a diverse team and encourage applications from people with a variety of backgrounds and skills.

We think that the most exciting thing about this role is that we're a small business at the intersection of science and technology and making the world a better place with evidence.

You'd be joining an enthusiastic and driven team. As a small company, we're a tight-knit and supportive team, and despite being remote we keep in close contact through daily meetings and team message chats.

What will I be doing?

Your primary responsibility will be providing high-quality technical and scientific support to our users and improving our online support documentation. You'll be engaging directly with clients on a daily basis via email (Zendesk) to understand their research needs, guide them through using Gorilla, and ensure they achieve success with our platform.

As you support a wide range of users, you'll become an expert on our tools and how they're used in real-world research. You'll use insights and deep understanding of the tools to identify common user challenges and enhance our support resources. This includes updating and expanding our online documentation and tutorials, ensuring they reflect the issues users encounter. Additionally, you'll be making suggestions to the development team of how to improve the user interface.

We anticipate that your time will be roughly split 70% on support and 30% on writing support documentation.

What do I need to be good at?

In short – science, people, and digital technology. If you don't love behavioural science, this isn't for you. If you don't like talking to and helping people, you're not going to have fun. And if you don't like Gorilla (or building out experiments), then you're going to be *miserable*.

Firstly, you need to love the science. Our clients need to be in touch with someone who understands the field, knows what is and isn't a good idea, and is sensitive to the demands of modern behavioural research. You need to be good at operationalising experiments; working out the procedure that will answer the research question and how to implement this in Gorilla.

Secondly, you need to be good with people. You will spend quite a lot of your day talking to clients about the science and the technical team about the tech, making sure everyone's needs are met and no-one is in the dark.

Thirdly, you need to be good at using digital technology. You're probably the person helping your friends to use Word, Excel, X etc. Ideally, you've used Gorilla during your degree or research and so you already know the basics (but not essential). It is essential that you like operationalising experiments and have experience creating studies. You'll have lots of support from the rest of the team here in learning Gorilla, and we can teach you anything you don't already know.

Responsibilities

Support

- Respond to support enquiries
- Create samples and audit videos to showcase Gorilla functionality and teach users
- Collaborate with Materials to continuously improve support documentation

Product Development

- Make suggestions for design improvements to Gorilla
- Replicate bugs raised by clients to establish reproduction steps

Required Skills & Attributes

Essential

- A degree in Psychological Science or a related discipline
- Experience building cognitive and / or behavioural studies
- Strong digital technology skills
- Experience applying both qualitative and quantitative research methodologies
- Excellent verbal and written communication skills
- A positive, proactive attitude—you take initiative and get things done
- Proud yet pragmatic—you care about quality and pay attention to detail, while also being efficient and results-driven
- Strong presentation skills with the ability to explain complex ideas clearly and concisely
- Willingness to travel occasionally for events or team meetings
- Demonstrated ability to work independently as well as collaboratively within a cross-functional team

Desirable

We are not expecting any candidate to have all these skills, but would expect all candidates to demonstrate at least one of these skills.

- Hands-on experience using the Gorilla Experiment Builder.
- Experience in customer-facing or educational activities so that you have the skills that would transfer to discovery calls, webinars, or workshops.
- Familiarity with tools relevant to quantitative research and data analysis (i.e. Excel or R).
- Science communication skills
- Behavioural science consultancy skills
- A self-starter with experience working effectively from home.

Benefits

- Salary: £26-30k, including quarterly bonuses (we operate a profit sharing model so that when we do well, everyone feels it)
- The role is full-time, but we offer flexible working hours (to be discussed at interview)
- 25 days holiday per year, plus bank holidays
- Budget for any books or training material
- Personal growth opportunities
- Open, transparent and inclusive culture

Remote Working

Gorilla is a fully remote company, and so you will be working from home. We have daily video calls to keep everyone in touch, and quarterly meetups where we all get together in person, so despite not coming to the office you will have regular contact with the rest of the team.

How to Apply

If you're interested in this role, please apply via the link on the advert. If you have any issues submitting your application please contact us at careers@gorilla.sc

For your 2 minute video clip, just make a simple recording of yourself answering these three questions:

1. What appeals to you about this role?
2. Describe a customer service experience that you've had that made you want to come back.
3. What is your all-time favourite board game or video game, and why?

You can just record yourself using your phone, or alternatively we recommend tools like Loom (https://www.loom.com/) which make it easy to record and share videos. You don't need to send a cover letter with your application (but you're welcome to if you want).

- Deadline: July 30th 2025
- Interviews: August 2025
- Start Date: August/September 2025

Unfortunately, we are currently unable to sponsor visas. As such, applicants must be permitted to work in the UK.