

Technical Support Specialist

The Technical Support Specialist is responsible for assisting users by providing and processing information in response to inquiries, concerns and requests about products and services. Provided client telephone and help desk support as required. Provide prompt, effective and courteous support to customers and prospects via help desk, phone and email.

Duties & Responsibilities:

- Monitor and maintain a large number of dedicated Linux servers
- Field client technical support inquiries in the form of inbound telephone calls, help desk support tickets, and emails
- Troubleshoot common web hosting support issues involving DNS, email, and cPanel usage
- Coordinate with team members at the data center to address escalated issues
- Scope, plan, and manage infrastructure projects
- Provide general technical support to team members within the office
- Always project a professional and courteous demeanor

Required Attributes:

- Strong organizational skills
- Confidence and poise when facing unfamiliar situations
- Experience approaching challenges in a thoughtful and process-driven way
- The ability to learn quickly through a combination of documentation, examples, and mentoring
- Basic troubleshooting skills
- A fascination with the internet
- Must be comfortable answering a multi-line telephone.

Ideal Qualities:

- Competent with front end languages such as: HTML, CSS and JavaScript
- Exposure to Miva, Magento and Wordpress
- Experience developing and troubleshooting with PHP and MySQL
- Familiarity with: Linux operating systems, SSH, FTP, cPanel, DNS, Email
- Prior customer service experience