

JOB DESCRIPTION

TECH SUPPORT INTERN

The technical team takes care of the technical needs of our clients by troubleshooting issues on client accounts and providing solutions. This is a critical role within the company since our clients' satisfaction hinges on the quality of technical support they receive.

DUTIES AND RESPONSIBILITIES :

1. Troubleshoot technical server challenges with a goal of resolving them in a timely and efficient manner.
2. Walk staff and clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
3. Respond in a timely manner to technical support issues and requests.
4. Set up accounts for new users.
5. Implementing and ensuring website security and data protection.
6. Maintaining, updating, and optimizing hosting accounts/servers.
7. Monitoring and analyzing site performance.
8. Contribute on ways to improve the performance of the department

QUALIFICATIONS :

(+254) 712 500 500

support@deepAfrica.com
www.deepAfrica.com

10th Floor, Development House
Nairobi, Kenya



1. Degree in Computer Science or Information Technology or awaiting graduation on related courses.
2. Excellent listening and troubleshooting skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution.
3. Possess a technical, logical thought process.
4. Ability to multitask and prioritize tasks based on severity and urgency
5. Problem-solving skills in a fast-paced environment
6. Ability to stick to strict deadlines.
7. Familiarity with web hosting environments and server management will be a strong advantage
8. Familiarity with Email Hosting Management and the errors around email management will be an advantage
9. Must be proficient with cPanel and siteworx.
10. Should have knowledge in domain-based emails. (errors, setup, and management on places like Outlook, Gmail, etc)
11. Must have knowledge of mail client configuration and security Protocols
12. Must understand and be familiar with common CMS's
13. Web development e.g WordPress and Joomla and have knowledge of PHP and HTML
14. They should understand web hosting databases and how to manage them.
15. Must understand how servers work in the web hosting environment. (common server issues and how to troubleshoot and fix errors)
16. Basic knowledge of PHP and HTML.
17. MUST have knowledge of how to use FTP clients.

How to Apply

For anyone interested in this position, send your CV and Cover Letter to hr@deepafrica.com with the **subject line: Tech Support Intern [Your Name]**