JOB DESCRIPTION

Web Hosting Specialist

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 the 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. Assist in client onboarding by an assistant in setting up client email accounts.
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 :

1. Excellent listening and troubleshooting skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution.
2. Possess a technical, logical thought process.
3. Ability to multitask and prioritize tasks based on severity and urgency
4. Problem-solving skills in a fast-paced environment

5. Ability to stick to strict deadlines.
6. Familiarity with web hosting environments and server management will be a strong advantage
7. Familiarity with Email Hosting Management and the errors around email management will be an advantage
8. Must be conversant with Linux.
9. Must be proficient with Control Panels such as cPanel, Virtualmin, Siteworx Plesk and Directadmin.
10. Should have knowledge of domain-based emails. (errors, setup, and management on an email client such as 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

To apply for this position, **send your CV and Cover letter to hr@deepafrica.com** with the subject starting with **Web Hosting Specialist {Name} 21st June 2021**