



Hosting Support Application Task

WPMU DEV

CampusPress

Edublogs

So you want to work at WPMU DEV? Of course you do, why else would you be looking at this task sheet?!

We're looking for the right people to join our team - you'll already have solid experience within WordPress, PHP, MySQL, Linux, and Bash.

We want to be able to gauge how excellent your skills are, so here are 10 quick questions you'll need to answer and submit with your application.

These questions are created to help us find those shining examples of awesomeness. Just give it your best shot and try to complete as much as possible.

Your completed task should be sent directly to us. You can either answer inline or you can create a separate text file and number the answers. Good luck!

Be the hero we need, come join us in our mission at WPMU DEV!

1. A WordPress site is returning 502

A customer says:

"My website was working yesterday, but today I'm getting a 502 Bad Gateway error. Sometimes it works after refreshing."

You have SSH access to the server.

What are the first 3 things you would check?

Please explain briefly why you would check each one.

2. A website is slow

A customer simply says:

"My website is very slow."

You have access to the website and server.

What are the first 5 things you would check or ask about?

Keep your answer brief and explain what each check would tell you.

3. WordPress shows a blank page

A WordPress website suddenly shows a blank page immediately after a plugin update.

What would you do?

Please provide us with the main steps you would take to identify the cause and restore the website.

4. WordPress email stopped after migration

A customer says:

"My website was migrated yesterday. Since then, emails sent from my WordPress contact form aren't reaching me."

What would you check?

Mention the most important things you would investigate at the WordPress, SMTP, DNS, and mail-delivery levels.

5. Something is wrong on the server

A customer's website is intermittently returning **500** errors.

You SSH into the server and find:

- CPU: 25%
- RAM: 62%
- Disk: 91%

PHP-FPM:

- active processes: 20
- idle processes: 0
- pm.max_children: 20

The Nginx error log contains:

upstream timed out (110: Connection timed out)

while reading the response header from upstream.

What do you think is happening?

What would you check next, and how would you confirm your theory?

6. A website is down

A customer contacts you:

"My website is down."

You don't yet know why.

Briefly describe how you would narrow down the problem.

Their website is hosted on an Ubuntu server built with WordPress on a live domain.

We are interested in the **order of your investigation**, not a list of every possible cause.

7. DNS problem

A customer's domain works correctly when they visit **https://www.example.com**, but **https://example.com** shows a completely different website.

What would you check to determine why this is happening?

Explain what you would expect to find if DNS is the cause, and give details.

8. Website migration

You need to migrate a WordPress website from a cPanel shared hosting environment to a VPS with SSH access.

Assume that migration plugins are not available.

Please describe your process, step by step, from start to finish.

9. Database problem

A WordPress website suddenly starts showing:

Error establishing a database connection

You have SSH access to the server.

What would you check before assuming that the database server itself is down?

Explain the order in which you would investigate the problem.

10. Write a forum response

A customer submits this support request:

"Your hosting broke my website. Fix it now. I have customers trying to place orders, and I'm losing money."

You don't yet know what caused the problem.

Write the first response you would send to the customer.

Write the actual support response, not an explanation of what you would say.

Before submitting

Please keep your answers practical and concise.

We don't expect you to know everything. If you don't know something, explain how you would safely investigate or find the answer.

Your answers may be discussed during the interview, including questions about the decisions or troubleshooting steps you described.

Awesome - now all you have to do is return the task along with a copy of your CV, it's that simple!

P.S. **We'd also love to see examples of work you're proud of** — GitHub repositories, technical write-ups, projects, websites, or anything else that demonstrates your experience.

Good luck.