



WPMU DEV Support Specialist Task Sheet #1

Hola!

So, you're thinking about joining WPMU DEV?

Of course you are, you wouldn't be checking out this task sheet otherwise! :)

We're on the lookout for awesome people to add to our team. Having some hands-on experience with our plugins and services is a bonus and can help you get up to speed faster, but it's definitely not a must.

We also want to get a feel for your skill level, so we've put together a few quick tasks for you to complete and include with your application.

The questions below are hypothetical member inquiries, so your responses should be written as if you're replying to those imaginary members.

AI-generated answers, even when paraphrased, won't be enough for this test. We're really looking to see your own thinking, experience, and skills in the work you submit.

It's also helpful if you're familiar with what our company offers. You don't need to be a paying member, but having experience with any of our free plugins is definitely a plus.

1.

Check this out: <https://siteopt.tempurl.host/> (HTTP AUTH: applicant / deserve.figure.leotard). What visual element (e.g., logo, menu, hero section, text block) exhibits the worst Core Web Vitals (CWV) problem, and what is that problem (e.g., LCP, CLS)? This site uses a popular, but heavy, theme. You cannot change the theme. What specific settings in Hummingbird plugin would you enable? Include specifics for settings like Asset Optimization, excluded styles/scripts etc.

Notes:

Check out the site and run it through PageSpeed Insights or Lighthouse on mobile.

1. Paste the exact LCP element as reported by Lighthouse (the HTML snippet/selector it identifies), the LCP time in seconds, and the exact URL of the LCP resource (image/font/etc.).

2. From the Network waterfall, list the 5 heaviest or most render-blocking requests by exact URL and size.

3. Based on what you actually found, write a short Site Optimization Report structured as:

- Worst CWV issue + element identified*
- Exact Hummingbird Asset Optimization settings you'd enable and why*
- At least 2 specific script/style handles or file paths you'd exclude from defer/delay, and the exact reason for each exclusion*
- A short plain-English summary a non-technical member could understand*

Generic "enable minify + combine + caching" answers without page-specific evidence will not be accepted. Show your work.

2.

There are a couple of problems with our domain <thetechsupport.store>:

1. The A record is not resolving at all in most of Asia.
2. The MX records are pointed to mail.thetechsupport.store instead of Google.

A client in Japan says both the <www.thetechsupport.store> site and email are both down. We (in the US) can see the site. There's no recent DNS change.

What two separate problems are happening, and how would I explain to my client why we can see the site, but they cannot?

Notes:

This member sounds stressed, your attention please!

Go to a public DNS propagation checker (like dnschecker.org), enter the domain and investigate thoroughly.

1. *What DNS problems can you find? List everything that looks wrong or inconsistent — do a thorough check, not just the first thing you notice.*
2. *For each problem you find, explain in plain language what's causing it and what the fix is.*
3. *Write your actual reply to the stressed member — calm, clear, no jargon.*

Any DNS/NS changes are not recent, and there is more than one DNS issue here. A shallow check will only surface the obvious ones.

3.

A member reports random mobile redirects. Download this ZIP file <https://drive.google.com/file/d/1xTlt1lwFmTlv57LSnkEqzw9TI5Mywu8g/> containing their active theme folder.

1. Identify the exact file and the specific line of code that is causing the problem. Why is this line suspicious even though it contains no obvious malicious words?
 2. The code is obfuscated. Paste the decoded (human-readable) version of the code here. Based on this, explain why the customer reported the redirect as 'random' and not 'constant'.
 3. You have found the code. What are your next steps?
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Notes:

Safe to test, the infection includes a redirect to <google.com>.

1. *State the exact filename (with path relative to the theme root) and exact line number where the suspicious code is. Paste the raw obfuscated line(s) verbatim.*
2. *Show the exact command or script you used to decode it (e.g. a PHP snippet, a CLI command, an online tool). Then paste the complete decoded output.*
3. *Looking at the decoded logic specifically: what is the exact condition that makes the redirect fire only sometimes (e.g. a UA check, a cookie, a referrer condition, a probability roll)? Quote the relevant decoded line(s).*
4. *List your next steps in order of importance.*

"Looks something like this" or reconstructed examples are not acceptable. The decoded output must be reproducible from the actual ZIP.

4.

Title: help my site is broke

Body: i used the hub thing to update and now the pictures are all GONE and the font is weird. its not the cashe i tryed it. its the hummingbird. i need this fixed we are losing clients.

Notes:

You receive this exact forum post. What is your first reply?

- Give one specific, safe isolation step they can do immediately*
- Ask no more than 2 targeted diagnostic questions — choose the ones that will tell you the most with the least effort from the member*

Long essays, generic checklists, or replies that ignore what the member already said ("its not the cashe i tryed it") will not score well. Keep it short and targeted.

5.

I need to make some modifications to my website

<https://tasksheet.tempurl.host/> and need your CSS skills. There is a mockup I created for you, I guess it can help better than me describing every change.

<https://drive.google.com/file/d/1JF0FPNGH66fBUI9oQJzUtf3uOJEPesxz/>

Notes:

Despite the use of the native site builder, member still requires CSS code for this page.

- For each difference, paste the exact CSS selector you found in DevTools that controls it, and the exact rule you'd add/override in Additional CSS.

- If any change required an `!important` to override the builder's inline styles, note which one and why and avoid all others.

CSS using generic class names like `.hero-section`, `.card`, or `.service-box` that do not appear in the actual page DOM will not be accepted. Selectors must match what DevTools shows on that page.
