



<https://incsub.com/careers/hosting-support-at-wpmu-dev/>

Hosting Support at WPMU DEV

Description

Who wants to work with a company that has created some of the world's most popular WordPress plugins, launched a powerful hosting service, and is one of the oldest and most well-established WordPress companies around? You do? Cool. Keep reading.

We're looking for incredible people to join our pretty awesome team. You'll be self-motivated, a real go-getter, a coding connoisseur.

Whether you are a technical support engineer looking to advance or a DevOps engineer seeking something new and challenging, we want to hear from you!

Our team works in shifts, aiming to provide 24/7 coverage to our customers.

We are looking for extraordinaires who are available Sunday to Thursday weekly, between the following times

- 05:00 pm UTC – 01:00 am UTC

So far, so good? Awesome, keep reading!

As our new Hosting Support, you will assist our customers with any issues they encounter with our hosting environments.

Responsibilities

- Provide timely and professional support to customers through ticketing systems and community forums.
- Troubleshoot and resolve issues related to WordPress, web hosting, domains, DNS, SSL certificates, and email services.
- Perform in-depth investigations to identify root causes and deliver effective, long-term solutions.
- Manage website migrations, conduct malware investigations, and perform security-related cleanup tasks.
- Analyze server, application, and website logs to diagnose technical issues and optimize performance.
- Contribute to internal documentation, knowledge sharing initiatives, and continuous process improvements across the team.

Qualifications

- Proven experience troubleshooting WordPress websites, with a strong understanding of themes, plugins, and the WordPress ecosystem.
- Solid knowledge of PHP and MySQL, and familiarity with troubleshooting applications built with Node.js.
- Experience administering and supporting Linux-based environments, preferably Ubuntu.
- Comfortable working with the command line and diagnosing issues within NGINX-based hosting environments.
- Strong understanding of DNS, SSL certificates, email deliverability, and web hosting infrastructure.

Hiring organization

WPMU DEV

Field

Technical Support, WordPress Support

Employment Type

Full-Time

Job Location

Remote

Working Hours

Full Time - 40 Hours Per Week

- Excellent written communication skills in English, with the ability to explain technical concepts clearly and professionally.
- Strong analytical thinking and problem-solving skills, with a methodical approach to troubleshooting.
- Demonstrated ownership, accountability, and a proactive approach to resolving issues.
- Ability to work independently, manage priorities effectively, and thrive in a remote-first environment.

Basically, our hardworking customers should be able to relax knowing that their sites are in the best possible hands!

SKILL-SET

WordPress, WordPress themes, WordPress plugins, Linux, Ubuntu, Bash, NGINX, PHP, MySQL, DNS, SSL certificates, web hosting

Job benefits

- Flexibility
- Very attractive working conditions for the right candidate
- 28 days paid leave per annum (up to 35 days)
- Opportunities for paid travel to attend WordCamps and other industry conferences
- Long service leave (3 months off paid) after you've been with us for a while
- Up to 2 months' salary bonus based on company growth targets
- Technology budgets every three years; the longer you serve, the higher you deserve
- General expenses budget yearly; the longer you work, the more you get

Our company values are that family and friends come first, and we always look to promote internally!

What should I do now?

Download the [Hosting Support Task Sheet](#), answer those questions, and submit your application. It's that simple!

HIRING PROCESS

Our hiring process includes the attached task and a chat-based interview, including a 2nd task and an optional video call at the interviewer's discretion. There may also be a second video-based interview involving a third task.

If a candidate successfully passes the last stage, they will be offered a paid trial of 4-6 weeks before being offered a more permanent role.

Good luck!