Associate Support Manager (ASM) – Information Technology: Duties and Responsibilities

- Must have **skills and hands on experience with WordPress, PHP & MySQL environment**, architecture and infrastructure management background.
- **Provide Technical Support** – when customers report issues, the ASM should acknowledge, work with relevant stakeholders to fix the problem while communicating updates.
- **Update WordPress Plugins, Themes & CMS –** The ASM work directly with the developers to ensure that the WordPress CMS, Plugins and Themes are UpToDate.
- **Prepare Reports & Dashboards -** Contribute to the building of Performance and Maintenance Reports and share it with the clients on an ongoing basis.
- **Performance Optimization - Track** & Monitor Server Health, Backups, Health Reports, GT Matrix Report, Google Speed Report. Work with Vendors, Partners and Development team to continually improve these scores.
- Should be **able to easily duplicate/replicate wordpress websites, make mirror copy or alternate serving** and load balancing methods for low/zero down time approach.
- **Interface with Vendors** – The ASM would also interface and coordinate with Our Infra and 3rd Party Vendors to find solutions to problems.
- **Website Testing -** Technical Testing and Reporting of Website Projects

Skills and Qualification

- **Infrastructure expertise** – AWS, cPanel, Linux, Apache and command line/terminal
- **Technology -** WordPress, PHP 7.4, Javascript, HTML/CSSL, MySQL, DNS and CDN

Soft Skills

- **Dependability & Availability** - Capable of thriving in a fast-paced and occasionally stressful environment interacting with multiple clients simultaneously.
- **Customer Support** - Empathy, Patience & proactive when dealing with customer issues
- **Communication Skills** - Completely fluent in English with excellent written communication skills.

Experience:

- **A must have skills and hands on experience with WordPress, PHP & MySQL environment**, architecture and infrastructure management background.

- Ideal candidate is from a Website Development or Software Development Company in a similar role for at least **4 Years to 7 Years or more.**
- Our Support Engineers must know WordPress deeply. All we host is WordPress. **While you don't have to be a full-fledged WordPress developer**, you do need to know the WordPress database and file/directory structure as well as the wp-config.php file like the back of your hand. Experience with WP-CLI certainly is advantageous.
- Prior experience working with customers over chat in a technical role in a fast-paced environment particularly experience providing live support for web hosting or WordPress products is desirable.