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Job Title:	Web Hosting Support Engineer
Accountable to:	Web Hosting Support Manager
Salary:	£25,000 to £30,000 - Depending on experience
Annual Leave:	4 Weeks plus bank holiday

We are looking for a talented, experienced Mid-Level Web Hosting Support Engineer to join our team at HA. The primary focus of this role is to resolve client issues using our in-house tools based on Puppet, in addition to supporting change management using YAML configuration files and a Git-based tracking process. The ideal candidate will be able to work effectively in a fast-paced environment and have excellent communication, strong technical skills, and excellent problem-solving abilities.

HA is a personable, innovative, flexible, and solutions-driven company that promotes a culture of collaboration and teamwork. We believe in fostering a positive and enjoyable work environment, encouraging learning and development, and our supportive environment allows employees to share knowledge and help each other. We offer the potential for career progression and development. The directors are involved in the business and care about staff, creating a sense of community and shared purpose.

Key responsibilities:

- Following, maintaining, and developing company procedures and processes to ensure smooth, effective, and efficient delivery of services to our clients
- Being available for an on-call rota to provide our clients with 24/7 operational support (after the probation period)
- Providing a high standard of technical support to our clients via phone and our ticketing system
- Troubleshooting and resolving hosting-related issues
- Monitoring and maintaining web hosting servers to ensure maximum uptime and performance
- Managing and configuring Linux servers running Apache, Nginx, PHP, MySQL, Postgres, Docker using in-house tools based on Puppet
- Collaborating with other teams to improve internal tools and processes
- Documenting solutions and creating knowledge base articles for internal and external use
- Supporting the team and contributing to the innovative and professional provision of service to clients
- Managing and prioritising workload, understanding and delegating client issues appropriately to other members of the team



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Requirements:

- Bachelor's degree in Computer Science or a related field
- 3+ years of experience in a web hosting support role
- Strong experience with Linux, Apache, Nginx, PHP, MySQL, Postgres & Docker.
- Strong problem-solving and troubleshooting skills
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Knowledge of scripting languages such as Python, Bash, or Perl is a plus
- Experience with virtualisation and containerisation technologies is a plus
- Experience with cPanel, Plesk, or Windows Server is a plus

If you have a passion for web hosting support and are looking for a new challenge, we want to hear from you!

Please submit your CV and cover letter to apply for this exciting opportunity:

recruitment@weareha.co.uk

For any informal questions about the role, please don't hesitate to contact us on 01904 500272 and ask to speak to Nick or Simon.