Position Type
Full time
37.5 hours per week

Department/Group
Technical

Location
Harrow on the Hill,
North West London

Level/Salary Range
Negotiable and dependent
on skill and experience

Benefits
- Company Pension
- 25 days annual leave
- Fantastic working
  environment
- Regular team social events

Job Title

Technical Support Consultant

About Us

Campaign Master (UK) Ltd. is a leading email marketing software and services provider. We provide a robust, reliable online solution for professional marketers to promote their business via email and online tools. Our client base is growing and ever evolving so we are looking for hard working, personable people to join our friendly team.

Role and Responsibilities (Internal and External)

You will join the team responsible for providing support for the entire company infrastructure. You will receive full job training but will ultimately be responsible for supporting a wide range of technologies from day one.

- **Monitoring daily/weekly/monthly activities**

- **Completing day to day jobs**

- **Handling queries from 1st line support and troubleshoot where possible**

- **Updating various reports on daily/weekly/monthly basis**

- **Occasionally dealing with clients in supporting and resolving issues on applications/products**

- **Escalating issues to developers and updating release documentation**

- **Monitoring Campaign Master (UK) Ltd infrastructure**

- **Monitor Email Deliverability for Campaign Master (UK) Ltd customers**

Required Skills

- Must have sharp troubleshooting skills using log files or any other monitoring tools

- Must have good documentation writing skills in order to write troubleshooting guides

- Should understand the basics of SMTP, FTP, SFTP, HTTP, HTTPS, DHCP

- Should have knowledge of server backups using third party software e.g. Acronis, Symantec etc.

- Should have knowledge of DNS including DNS records, DNS Authentications and DNS Delegation

- Should have basic knowledge of SQL server including SQL queries, Stored Procedures, SQL Jobs

- Should have understanding of VMware infrastructure

- Should have experience in Microsoft Servers 2008,2012 including IIS

- Should have knowledge of Email Delivery mechanisms and Sender Reputation

Must Have the Following Qualities

- Must be able to handle working under pressure

- Should be genuinely interested in learning new technologies

- Should be of a conscientious nature with a strong work ethic

- Must have excellent troubleshooting skills and reverse engineering techniques

Desired Skills

- Understand the role of MTA's in email sending processes

- Email deliverability

- Sender Reputation (IP/Domain)

- Linux commands and basic configuration

- Knowledge of system backups and recovery

- Basic knowledge C# and PHP

- Knowledge of RAIDS, SAN's, Cloud infrastructure, Server Upgrades

Preferred Skills

Experience / knowledge of Windows 7 desktop and Windows Server 2003/2008, Linux infrastructure, networking and major desktop applications (MS Office), Symantic back up / SMTP.

Qualifications and Education Requirements

Outstanding education – Computer Science degree and must have achieved a 2.1 or above from university, or otherwise be competent in role responsibilities as stated above. Must be aware of Linux basic commands and LAMP Server. Experience on SSL would be an advantage. Must have good knowledge of SQL script writing.

Additional Notes

Able to work occasionally evening and weekends for planned maintenance work.

Applications Accepted By E-Mail: hr@campaignmaster.co.uk

Subject Line: Technical Support Application