



<b>Job Title:</b>	<b>Technical Support Assistant</b>	<b>Position Type:</b>	Full time – 37.5 hours per week
<b>Department/Group:</b>	Technical	<b>Location:</b>	Harrow, North West London
<b>Level/Salary Range:</b>	Negotiable and dependent on skill and experience	<b>Benefits:</b>	25 days annual leave Fantastic working environment Regular team social events

**Applications Accepted By:**

**E-MAIL :**      [HR@CAMPAIGNMASTER.CO.UK](mailto:HR@CAMPAIGNMASTER.CO.UK)

**ABOUT US**

Campaign Master (UK) Ltd. is a leading email marketing software and services provider. We provide a robust, reliable, online application 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 in order to support a wide range of technologies.

**Applicants must have the following skills:**

Understanding of VMware Virtualization (This includes ESXi hosts/server creation, Virtual machine configurations, Network configurations).

Should have at the very least a basic knowledge of SQL server including SQL queries, Stored Procedures, SQL Jobs.

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

Should have basic knowledge of SBS servers which includes active directory, MS exchange, group policies.

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

Should understand the basics of IIS, SSL.

Must have basic understanding of API's.

**Must have following qualities:**

Must be able to work well under pressure.

Should be genuinely interested in learning new technologies.

Should have excellent English written and verbal skills.

Should be a dedicated and hardworking person looking for a long term position.

Must have excellent troubleshooting skills and reverse engineering techniques.

**Desired but not essential:**

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.

Knowledge of installations, configuration and monitoring windows servers (2003, 2008, and 2012).



## **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.

**ADDITIONAL NOTES: ABLE TO WORK OCCASIONALLY EVENING AND WEEKENDS FOR PLANNED MAINTENANCE WORK.**