



<b>Job Title:</b>	<b>Technical Support Consultant</b>	<b>Position Type:</b>	Full time – 37.5 hours per week
<b>Department/Group:</b>	Technical	<b>Location:</b>	Harrow on the Hill, North West London
<b>Level/Salary Range:</b>	Negotiable – dependent on experience and skill and disclosed on application	<b>Benefits:</b>	Company pension 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)    **SUBJECT LINE:**    ATTENTION: **TECHNICAL SUPPORT APPLICATION**

**Job Description**

**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

**SKILLS REQUIRED**

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 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.

**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.

**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.

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