

## **Technical Support Engineer to £16K**

**Total Web Solutions, Heaton Mersey, Stockport, Cheshire..**

**Package:** upto £16,000 dependent on experience  
21 days Paid Holiday + Statutory Bank Holidays  
Working Week Mon-Fri 9am to 5-30pm (37.5 hours per week)  
One to Two half day Saturdays per month (9am to 12) paid overtime

### **Job Description:**

Your role as Technical Support Engineer demands that you are firstly genuinely committed to customer satisfaction, and secondly have good Internet knowledge and computer technical skills. You must also be able to deal with our customers who have a range of abilities, from novice to expert, and patiently and effectively resolve problems to their satisfaction.

Your role will include resolving cases via e-mail and telephone, your tasks will include -

- Solving web site publishing problems (Frontpage, FTP, publisher etc..)
- E-mail client set-up and SMTP / POP3 / IMAP.
- Domain name transfers, Management and DNS modification and troubleshooting
- Unix command line, and CGI script problem investigation
- MySQL/PHP/PERL and SQL Server /ASP problem investigation
- Setting up accounts and additional services using a web based tool
- Technical problem solving by interacting with the customer via telephone and email.
- Knowledge of Parallels products - Plesk control panel, PBAS an advantage
- Supporting customers integrating to our custom payment platform
- Helping customer resolve problems with their Broadband Connections and equipment

You will be reporting to the Technical Support Manager.

This is a challenging role, which will require you to be familiar with or learn a range of skills sets involving both Linux and Windows platforms. You will be expected to display a good working knowledge of the Internet, and have good communication skills on the telephone.

Hours of work will be 9am to 5.30pm Monday to Friday, with 9am to 12pm Saturday on a rota basis between support staff members. Saturday hours will be reimbursed either via time in lieu or paid as overtime.

### **About Total Web Solutions**

Total Web Solutions was established in 1995 and has become one of the leading web site host providers in the UK. We host thousands of Web sites for businesses who rely upon us to provide their 7x24 presence on the Internet.

Our core services include Broadband, Web site hosting, Domain Name registration, E-mail, SQL databases and E-commerce services..

To apply for this position please submit a covering letter and CV by email to [jobs@totalwebsolutions.com](mailto:jobs@totalwebsolutions.com)

### **Notes**

This job description does not form a contract of any kind, and is merely a description to help you determine whether you wish to attend the interview.