



**Position:** Windows and Unix Technical Support Representative

**Status:** Open

**Job Location:** Hamilton, Ontario, Canada

**Date Updated:** April 2006

**Employment Type:** Full-Time or part time

**Job Description:**

The successful candidate should have a college or university degree from a recognized computer studies curriculum or a minimum of 1 year experience in the website hosting industry. The candidate should have strong Windows NT, Unix/Linux and network troubleshooting abilities, have the ability to work independently and show positive initiative.

This particular position requires the individual to be well versed in the areas of server management, website hosting services including HTTP, FTP, SMTP, POP3 IMAP DNS file and folder permissions, group permissions as well as group policies and active directory.

This position involves assisting customers via E-mail, phone, and Live Chat with various technical issues, as well as some technical sales duties. The candidate should possess good written and spoken communication skills; the ability to work as part of a team and individually is required.

The individual who takes this position must be well familiar with the Internet and website hosting terms and applications, have a good technical understanding of Unix/Linux and/or Windows NT, especially in relation to website hosting and have the ability to learn new technical concepts quickly and efficiently. The ideal candidate will also be well familiar with HTML, web-site operation, Unix/Linux and/or Windows NT operating system and Internet/website hosting software specifics, and have experience with Apache, sendmail, bind, custom scripting/programming, etc. A broad Internet and computing knowledge base is a notable plus.

**You will be responsible for:**

You will be responsible for providing technical support to customers and resellers via phone, fax, e-mail and web-chat. Your duties will include resolving and closing technical support phone calls, tickets and e-mails. You will assist other staff with projects related to the following: Server management and deployment Network management and deployment. You will maintain and deploy managed cable system throughout organization, you will be involved in new WAN/LAN network planning, design projects and implementations. You will maintain, monitor existing WAN/LAN network structure, backup servers, physical network layout, cabling, switches, routers, hubs, etc Maintain Microsoft Windows 2000 and 2003 servers Administer hosting, ASP service Maintain a high standard of support for the customer Maintain a positive attitude, and project a high level of professionalism.

**Skills required are:**

- Good understanding and experience Windows 2000/2003 Server
- Excellent understanding and experience of the following on NT platform: Active Directory File/Folder Permissions Server Management
- Good Troubleshooting Skills Self Starter
- Knowledge of ColdFusion server
- Good understanding and experience with MS SQL 2000 server
- Experience with WAN/LAN technologies and protocols, TCP/IP, VPN, Switching, backups, and structured cabling.
- Physical network layout cabling, hubs, etc
- Experience with Cisco PIX Firewalls.
- Good Unix command line skill
- Good understanding of internet protocols under Unix platform including SMTP, HTTP, DNS, FTP, POP, IMAP
- Excellent verbal and written English communication skills
- Good time management skills
- Good documentation skills

**Additional skills of value :**

- Experience with Ensim, Plesk, cPanel hosting control panel
- Experience with Modernbill and Opti-Gold ISP billing programs
- MCSE certified
- Cisco CCNA certification
- Good Knowledge of Windows scripting (Login scripts... etc)
- Be located within 1 hr. travel to office/data center
- Bilingual

If the opportunity to work in a fast paced, customer-oriented, technically challenging environment appeals to you, please apply ASAP via e-mail. Qualified applicants should forward their cover letter and resume (including salary expectations) to the Human Resources Manager ([jobs@NetworxHosting.com](mailto:jobs@NetworxHosting.com)). Please include a covering letter that specifically confirms the qualifications mentioned above. We offer a solid base salary, incentives, benefits, and an excellent work environment.

Thank you for your application, however, only those who are qualified will be contacted.