

# Hosting Karachi

<https://www.hostingkarachi.com/job/junior-hosting-engineer/>

## Junior Hosting Engineer – Support and Operations

### Job Summary:

The Junior Hosting Engineer plays a crucial role in providing first-line technical support to our clients and assisting with the operational maintenance of our hosting infrastructure. This position is ideal for individuals eager to develop their technical skills in a dynamic environment, focusing on problem-solving, customer satisfaction, and learning the intricacies of web hosting.

### Key Responsibilities:

- Respond promptly and professionally to client inquiries via ticketing system, live chat, and email regarding website hosting issues (e.g., website downtime, email configuration, FTP access, DNS propagation).
- Diagnose and troubleshoot common hosting-related problems, escalating complex issues to senior engineers when necessary.
- Assist clients with basic website configurations and troubleshooting (e.g., WordPress installation, control panel navigation).
- Provide clear, concise, and empathetic communication to clients, ensuring a positive support experience.
- Document support interactions and resolutions accurately in the ticketing system.
- System Monitoring & Maintenance (30%):
- Monitor server performance and alerts to identify potential issues proactively.
- Assist with routine server maintenance tasks, including patching, updates, and backups under supervision.
- Contribute to the identification and resolution of minor system anomalies.
- Learn and apply best practices for server security and optimization.
- Documentation & Training (10%):
- Contribute to the creation and updating of internal knowledge base articles and client-facing FAQs.

### Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent practical experience.
- Basic understanding of Linux operating systems (command-line navigation, file permissions).
- Familiarity with web technologies (HTTP, DNS, FTP) and common control panels (cPanel, Plesk is a plus).
- Excellent communication skills, both written and verbal, with a customer-centric approach.
- Strong problem-solving abilities and attention to detail.
- Ability to work independently and as part of a team.

### Hiring organization

Hosting Karachi

### Employment Type

Full-time

### Department:

Technical Operations

### Industry

IT-Hosting

### Reports To:

Senior Hosting Engineer / Team Lead

### Job Location

Office # 9, Ground Floor, Dashtiyar Pride, Block 13-D, Gulshan-e-Iqbal, Karachi-75400, Pakistan, 75400, Karachi, Sindh, Pakistan

### Working Hours

09 : 00 to 06 : 00

### Date posted

May 26, 2025