



Hosting Support Application Task

WPMU DEV

CampusPress

Edublogs

So you want to work at WPMU DEV? Of course you do, why else would you be looking at this task sheet?!

We're looking for the right people to join our team - you'll already have solid experience within WordPress, PHP, MySQL, Linux, and Bash.

We want to be able to gauge how excellent your skills are, so here are 10 quick questions you'll need to answer and submit with your application.

These questions are created to help us find those shining examples of awesomeness. Just give it your best shot and try to complete as much as possible.

Your completed task should be sent directly to us. You can either answer inline or you can create a separate text file and number the answers. Good luck!

Be the hero we need, come join us in our mission at WPMU DEV!

1. Tell us about the most challenging technical issue you've personally resolved.

Please include:

- A brief overview of the problem.
- The steps you took to investigate and troubleshoot it.
- Any tools, logs, documentation, or other resources you used during the process.
- The root cause you ultimately identified.
- The outcome and any key lessons or insights you gained from the experience.

2. A customer reports:

"My website is very slow."

No other information has been provided.

What would be the first five steps you would take to investigate the issue?

Please explain:

- What information would you gather from the customer?
- What initial checks would you perform?
- Which tools, logs, or metrics would you review?
- How would you narrow down potential causes?
- How would you determine the next steps based on your findings?

3. A WordPress website suddenly begins displaying a blank (white) screen immediately after a plugin update.

How would you investigate, troubleshoot, and resolve the issue?

Please walk us through your process, including:

- Your initial assessment and first actions.
- How would you identify whether the plugin update is the cause?
- Any logs, debugging tools, commands, or diagnostic methods you would use.
- How would you determine the root cause?
- The steps you would take to restore the site and prevent the issue from recurring.

4. A customer reports that after migrating their website yesterday, emails sent from WordPress are no longer being delivered.

How would you approach troubleshooting this issue?

Please explain:

- The first information you would gather from the customer.
- The checks you would perform to determine whether the issue is related to WordPress, the mail configuration, DNS, or the recent migration.
- Any tools, logs, or testing methods you would use during your investigation.
- How would you identify the root cause and verify that the issue has been resolved?

5. Tell us about a time when something didn't go as planned while supporting a customer, managing a website, or working on a server.

Please describe:

- What happened and your role in the situation?
- How did you identify and address the issue?
- How did you communicate and manage the outcome?
- What did you learn from the experience?
- Any changes you made to your process or approach as a result.

6. You have SSH access to a Linux server and need to investigate, manage, or troubleshoot an issue.

Which terminal commands do you use most often, and for what purposes?

Please include:

- The commands you use regularly.
- When and why you would use them.
- Real-world examples of how they have helped you diagnose, troubleshoot, or resolve issues.

7. A customer contacts support and mentions:

"My website is down."

How would you approach troubleshooting the issue?

Please walk us through your investigation process, including how you would determine whether the problem is related to:

- DNS configuration
- Hosting
- WordPress
- PHP
- Database
- SSL certificate
- External services

8. You need to migrate a WordPress website from a cPanel shared hosting environment to a VPS with SSH access.

Assume that migration plugins are not available.

Please describe, step by step, your process from start to finish.

9. Please tell us about your experience using AI in your work, including:

- Which AI tools you use regularly.
- A specific example of how AI helped you solve a problem or work more efficiently.
- A situation where AI provided inaccurate, incomplete, or misleading information.
- How did you validate or verify the output before taking action relying on them?

10. A frustrated customer submits the following support ticket:

"Your hosting broke my website. Fix it now."

At this stage, the cause of the issue is unknown.

Please write the first response you would send to the customer.

Awesome - now all you have to do is return the task along with a copy of your CV, it's that simple!

P.S. **We'd love to see what you've worked on.** Feel free to share examples of projects you're proud of, links to your GitHub profile, code samples, technical write-ups, or anything else that showcases your skills and experience. It's a great opportunity to demonstrate your expertise and help us get a better sense of your work.

Good luck.