Argentina Jobs Expertini®

WordPress Support Specialist

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Company: Pronto Marketing

Location: Argentina

Category: computer-and-mathematical

The WordPress Support Specialist is responsible for providing top-notch technical support for our clients' WordPress websites. This includes troubleshooting technical issues, handling site updates, and assisting with site management on the Elementor platform. As a critical part of our 24/7 support team, the specialist should be customer-focused, have excellent problem-solving skills, and be able to work under pressure.

Responsibilities and Duties:

Provide basic WordPress support which involves troubleshooting errors and helping clients set up features on their site via email or chat, resolving issues related to their WordPress sites.

Conduct regular site updates and maintenance on the Elementor platform.

Troubleshoot and resolve issues related to WordPress themes, plugins, and core updates.

Work closely with the development team to handle more complex issues or site enhancements.

Participate in ongoing training to stay current with WordPress and Elementor developments.

Provide excellent customer service, maintaining high customer satisfaction ratings.

Requirements

Upload CV in English

Proven experience as a WordPress Support Specialist or similar role.

Strong knowledge of WordPress, including themes, plugins, and core updates.

Proficient in HTML, CSS, JavaScript, and PHP.

Experience with the Elementor platform.

Exceptional problem-solving skills and attention to detail.

Excellent written communication skills for customer support.

Ability to work in a team and handle multiple tasks concurrently.

Familiarity with SEO services and Google Ad services is a plus.

Preferably candidates who can support US Central & Pacific time zones

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