

NIAGAHOSTER JOB DETAILS

1. Customer Success Specialist

Customer Success Specialist

Job description

Do you know what's web hosting and how can you benefit from it? Ever tried creating and developing your website? With a team full of professionals, we are looking for a Customer Success Specialist. He/she will be responsible for developing customer relationships that promote retention and loyalty. Customer Success Specialist here will work closely with customers to ensure they are satisfied with the services they receive and to improve upon areas of dissatisfaction.

Your Success Day:

- Interactive learning in our Customer Success Academy with extra guidance and mentors;
- Provide help desk support to Web Hosting users through conversations (live chat and phone);
- Identify customer needs and help customers use specific features;
- Inform customers about new features and functionalities;
- Follow up with customers to ensure their technical issues are resolved;

- Gather customer feedback and share with internal team (Product, Acquisition, Reputation Management, Finance, etc);
- Assisting Server Admin to monitor servers performance;
- Response and check abuse of service (spam/phishing).

Job requirements

- Candidate must be advanced in English;
- Min Diploma in any field (IT field is a plus);
- Have a set of skills customer-oriented, good communication skill, confidence, friendly, good in negotiation;
- Having knowledge in the domain, hosting, blog, and website will be valued;
- Have a big enthusiasm for self-developing, more specifically being an IT curious person.

Working Advantages:

- **Get attractive bonuses for reaching monthly goals;**
- Have flexible work hours;
- Enjoy working remotely (from anywhere in Indonesia);
- Be a part of an inspiring working culture;
- Enjoy being surrounded by smart and driven people;
- Access anything you need for your continuous professional development: books, workshops, plenty of mentorships;
- Benefit from other motivational perks such as birthday prizes, lottery, a special gift for the best team member, and much more!

Leave your mark within an international working environment to scale up your professional journey and discover the best version of yourself. Step Up Your Game and be a PRO!

2. Customer Success ID Team Lead

Customer Success ID Team Lead

Job description

We are Niagahoster, a tech company based in Yogyakarta that provides web-hosting services. To improve team member knowledge and response time in which at the end provide excellent support for customer, we are looking for a Customer Success (CS) ID Team Lead. This role required advanced technical skills regarding main core business of Niagahoster as well as strong leadership skills. If you are ready to lead this team, join us now!

Responsibilities:

- Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort;
- Provide the team with a vision of the project objectives (OKR);
- Lead by setting a good example (role model) – behavior consistent with words;
- Coach and help develop team members; help resolve dysfunctional behavior;
- Listen to team members' feedback and resolve any issues or conflicts;

- Assure that the team members have the necessary education and training to effectively participate in the team;
- Recognize and celebrate team and team member accomplishments and exceptional performance;
- Suggest and organize team-building activities;
- Escalate issues which cannot be resolved by the team;
- Familiarize & train the team with daily tools.

Daily duties will typically include:

- Monitor & track team performance and report on metrics, provides encouragement to team members, including communicating team goals and identifying areas for improvement;
- Answers team member questions, helps with team member problems and oversees team member work for quality and guideline compliance;
- Conducts team meetings to update members on best practices and continuing expectations;
- Provides quality service monitoring to CSA, including interacting with the client, answering customer inquiries, and effectively handling customer complaints;

Job requirements

- Leadership skill, coaching, giving and receiving feedback, emotional intelligence, honesty, work ethic, tenacity;
- Customer Services skill, empathy, patience, positivity, attentiveness;
- Excellent communication skills, clear verbal, written & persuasion in English;

- Management skill, Task Management, Time management;
- In-depth understanding of performance metric, OKR, etc;
- Goal-Oriented focus;
- Willingness to learn/curiosity;
- Good culture fit (Agile, customer obsession, ownership, etc.);
- Proven experience in IT field or similar industries as Team Leader/supervisor is a plus.

Working Advantages:

- Get attractive bonuses for reaching monthly goals;
- Have flexible work hours;
- Enjoy working remotely (from anywhere in Indonesia);
- Be a part of an inspiring working culture;
- Enjoy being surrounded by smart and driven people;
- Access anything you need for your continuous professional development: books, workshops, plenty of mentorships;
- Benefit from other motivational perks such as birthday prizes, a special gift for the best team member, and much more!

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3. System Administrator

System Administrator

Job description

We're looking for a System Administrator. S/he will be managing a high-performing server and infrastructure that back-boned our product and services. Moreover, S/he will coordinate and perform preventive system maintenance; Set up day-to-day maintenance of production systems. Perform resource monitoring, performance tuning, and scaling of infrastructure as needed. System Administrator at Niagahoster will work with development initiatives to proactively prepare server builds and input on design/implementation considerations. If you are ready to be part of our team, join us now!

Responsibilities:

- Perform system & software installations, upgrades, and maintenance, patch administration, kernel modification/upgrades, file system management, performance, and security analysis, and network configuration/tuning;
- Perform various levels of support for systems and servers (Linux based);
- Install and configure various network equipment;
- Create and maintain necessary tools to monitor our network and ensure 100% network uptime and delivery;

- Create custom scripts to automate various tasks and workflows;
- Support the CSA team when needed.
- Escalate unresolved issues to the Engineering team.;
- Taking regular back up of data, create new stored procedures, and listing back-up is one of the duties;
- Enhance, maintain and create the tools for the Linux environment and its users;
- Install and integrate new server hardware and applications.

Job requirements

- Bachelor degree in technology-related fields or equivalent;
- A solid understanding of Linux system administration;
- A solid understanding of networking, firewalls, load balancers, TCP/IP, security standards;
- Solid networking knowledge (OSI network layers, TCP/IP);
- Good to have Experienced with Ansible, Chef, IPMI / iDrac, RAID, FSCK, VMWARE, OVZ 7, Vanguard.

Working Advantage:

- Have flexible work hours;
- Enjoy working in our comfortable office in Yogyakarta;
- Be a part of an inspiring working culture;
- Enjoy being surrounded by smart and driven people;
- Access to reference books, training courses, and international conferences to support your professional development;

- Benefit from other motivational perks such as birthday prize, lottery, a special gift for the best team member, and much more!

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4. Data Engineer

Data Engineer

Job description

We are Niagahoster, a tech company based in Yogyakarta that provides web-hosting services. To make Niagahoster's analytics database and data pipeline is well forged on a solid and reliable architecture, we need a Data Engineer. If you are ready to be our Data Engineer, join our team now!

Responsibilities:

- Construct datasets that are easy to analyze and support company requirements;
- Analyzing raw data;
- Improving data quality and efficiency;

- Build data systems and pipelines;
- Evaluate business needs and objectives;
- Interpret trends and patterns;
- Combine raw information from different sources;
- Explore ways to enhance data quality and reliability.

Daily duties will typically include:

- Develops, constructs tests and maintains architectures, such as databases and large-scale processing systems thus enable seamless data collection & analysis;
- Recommend and implement method to improve data reliability, efficiency, and quality;
- Develop data set processes for data modeling, mining, and production.

Job requirements

- Previous experience as a data engineer or in a similar role;
- Technical expertise with data models, data mining, and segmentation techniques;
- Knowledge of programming languages (e.g. Java and Python);
- Hands-on experience with SQL database design;
- Great numerical and analytical skills;
- Excellent problem solving and troubleshooting skills.

Working Advantages:

- Have flexible work hours;
- Enjoy working remotely (from anywhere in Indonesia);
- Be a part of an inspiring working culture;
- Enjoy being surrounded by smart and driven people;
- Access to reference books, training courses, and international conferences to support your professional development;
- Benefit from other motivational perks such as birthday prize, lottery, a special gift for the best team member, and much more!

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5. Data Analyst

Data Analyst

Job description

We are Niagahoster, a tech company based in Yogyakarta that provides web-hosting services. To ensure entire Niagahoster business decision supported by reliable and valid data evidence, we are looking for a Data Analyst. If you are the analyst we are looking for, join us now!

Responsibilities:

- Interpreting data, analyzing results using statistical techniques;
- Do qualitative and quantitative research based on company needs;
- Identify, analyze, and interpret trends or patterns in complex data sets meaningful to the business process;
- Working alongside teams within the business or the management team to establish business needs;
- Reporting the results back to the relevant members of the business.

Daily duties will typically include:

- analyze data and deliver meaningful insight to drive an impactful business decision;
- gather information from various sources and interpret patterns and trends;
- present data that contain valuable business insight to relevant stakeholders.

Job requirements

- Minimum Bachelor Degree in Statistics, Mathematics, Business Intelligence, Computer Science, IT or related fields;
- Advanced in MS Excel skills: Formula & Functions, Pivot Tables & Charts, Validations, Macros & VBA;
- Advanced in Data Mining and Automation Tools: Python, Tableau;
- Excellence SQL Knowledge;

- Strong verbal and written communication skills in English. Ability to write comprehensive reports;
- Strong analytic reasoning ability and an understanding of measurement methodologies;
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy;
- Understanding of web hosting business, its market and process is a plus.

Working Advantages:

- Have flexible work hours;
- Enjoy working remotely (from anywhere in Indonesia);
- Be a part of an inspiring working culture;
- Enjoy being surrounded by smart and driven people;
- Access to reference books, training courses, and international conferences to support your professional development;
- Benefit from other motivational perks such as birthday prize, lottery, a special gift for the best team member, and much more!

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6. Affiliate Marketing Specialist

Affiliate Marketing Specialist

Job description

Niagahoster, a tech company based in Yogyakarta that provides web-hosting services. To optimum affiliate revenue and acknowledged as the best partnership experience for our affiliates, we're looking for an Affiliate Marketing Specialist. S/he will be maintaining and developing affiliate marketing programs, recruiting new affiliate partners, and monitoring affiliate practices. Affiliate Marketing Specialist will also be maintaining relationships with affiliates and partners. This role requires strong negotiation skills, if you are ready to be part of this team and grow together, join us now!

Responsibilities:

- Acquire new partners to grow the affiliate scheme;
- Find the best solutions for affiliate partners;
- Analyze campaign activity to ensure affiliates deliver the best ROI;
- Manage the affiliate budget, including commission and budget spend;
- Oversee all affiliate campaigns;
- Initiate new campaign ideas, incentives, and bonuses for the affiliate scheme;
- Develop the affiliate marketing strategy with the aim of recruiting new affiliate partners and delivering sales volume;

- Maintaining close relationships with our partners/affiliates;
- Research relevant industry experts, competitors, target audience, and users;
- Brainstorm fresh and creative approaches to influencer campaigns;
- Liaising with the marketing team to create and coordinate marketing strategies that work across different channels.

Job requirements

- Familiar with website monetization (an active blogger/publisher) is a plus;
- Familiar or willing to learn the basics of SEO and conversion optimization;
- Strong written and verbal communication skills;
- Strong sales and negotiation skill;
- Strong partnership management skills;
- Driven and results-orientated;
- Effective reporting and presentation skills;
- A good understanding of tracking technology;
- Ability to work to tight deadlines;
- Fluent in English.

Working Advantage:

- Have flexible work hours as we're living up to the value of freedom and responsibility;
- Access to reference books, training courses, international conferences, and many more to support your professional development;
- Be a part of an inspiring working culture;

- Enjoy being surrounded by smart and driven people;
- Opportunities to explore ideas to maximize impactful result;
- Benefit from other motivational perks such as birthday prizes, lottery, a special gift for the best team member, and much more!

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7. Influencer Marketing Associate

Influencer Marketing Associate

Job description

We are Niagahoster, a tech company based in Yogyakarta that provides web-hosting services. To develop, implement, and monitor strategies on our influencer marketing & campaign as well as ensure the best ROI, we are looking for an Influencer Marketing Associate. This role required strong analytical thinking, creativity, and communication skills. If you are ready to be part of this team and grow together, join us now!

Responsibilities:

- Identify, recruit and engage potential influencers;
- Run and monitor influencer marketing campaigns;

- Measure influence channels' performance, analyze and take measures to optimize and improve their performance;
- Evaluate existing influencer marketing campaign and partnership and execute initiatives to improve campaign's success;
- Report and identify areas of new opportunities;
- Own an influencer marketing strategy, leverage data to drive actionable decisions that inform and help the business grow;
- Report on goals progress, forecasts, results, and challenges.

Job requirements

- Outstanding organizational and communication skills;
- Great sales skills including the ability to create and build relationships;
- Sharp analytical skills, including proficiency in using web and data analytic tools (preferred);
- High attentiveness to details combined with proactiveness;
- Will to work independently as well as in a collaborative yet demanding team environment;
- Ability to handle multiple projects, tasks, and people in a fast-paced environment.

Working Advantages:

- Have flexible work hours;
- Enjoy working remotely (from anywhere in Indonesia);
- Be a part of an inspiring working culture;
- Enjoy being surrounded by smart and driven people;

- Access to reference books, training courses, and international conferences to support your professional development;
- Benefit from other motivational perks such as birthday prize, lottery, a special gift for the best team member, and much more!

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8. Technical Writer

Technical Writer

Job description

Niagahoster is a tech company based in Yogyakarta that provides web-hosting services. With a team full of marketing professionals we are looking for Technical Writer with excellent skills in understanding SEO, WordPress, VPS, and Hosting to ensure we stay way ahead of our competitors in the web hosting game. If you can help the business stand out through the power of Search Engine Optimization, join us now!

Responsibilities:

- Creation of original content after doing competitor analysis;

- Writing SEO-friendly copy for Niagahoster's Blog;
- Proofread and edit article blog posts before publication;
- Identify user needs and gaps in our content and recommend new topics;
- Researching industry-related topics (combining online sources, interviews and studies);
- Create content adhering to Niagahoster tone & writing style;
- Translate creative direction and creative briefs into engaging and effective messaging and copy concepts.

Job requirements

- Familiar with WordPress is a must (cPanel is a plus);
- Have Knowledge on SEO and how it applies to content marketing;
- Able to self-manage, prioritize, manage time efficiently, and to meet deadline;
- Extreme attention to detail;
- Excellent verbal and written communication skills.

Working Advantages:

- Have flexible work hours;
- Enjoy working remotely (from anywhere in Indonesia);
- Be a part of an inspiring working culture;
- Enjoy being surrounded by smart and driven people;
- Opportunities to explore ideas to maximize impactful result;

- Access to reference books, training courses, international conferences, and many more to support your professional development;
- Benefit from other motivational perks such as birthday prizes, lottery, a special gift for the best team member, and much more!

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9. Senior Video Editor

Senior Video Editor

Job description

We are Niagahoster, a tech company based in Yogyakarta that provides web-hosting services. To gain more engagements and brand awareness by promoting our product and services to the world, we need a Senior Video Editor to create a fascinating video. This role required strong creativity and advance skills in the video editing field. If you are ready to be part of our team, join us now!

Responsibilities:

- Video Editing and create motion graphics for social media, marketing, websites, etc.
- Provide creative vision to the development process, bringing your own style and ideas to produce beautifully composed work;
- Develop new and innovative concepts for various content;
- Improve creative quality results by studying, evaluating, and re-designing creative processes also implementing changes;
- Research and analyze best design techniques and solutions to create motion graphics;
- Continually explores new opportunities for communicating in evolving digital media;
- Working together with the creative marketing team to build strong visual communication;
- Participate in creative and conceptual brainstorming sessions;
- Manages multiple assignments and schedules;
- Working effectively with others in a collaborative team environment;
- Prepare design plan, concept, and layout for motion graphic project.

Daily duties will typically include:

- Create video based on the specific needs of users that answer the users objective, purpose, and desired appearance

- Throughout the creative process, video creator must aligning video styles, concepts, artwork, color schemes and other elements for a project aimed to optimize engagement rate while adhering to the brand standards.

Job requirements

- Two or Three (2 or 3) years of experience as a Video editor /motion graphics designer;
- Brand, media, or agencies background are welcome;
- Design background with an extensive relevant portfolio of motion graphics, online/digital work;
- Proficient in Creative Suite (After Effects, Premiere, Photoshop, Illustrator, InDesign and other industry-standard software);
- Can create motion graphics, animations, stop motions, and visual effects from scratch with a solid understanding of optimizing media for the web;
- Can work independently with minimal supervision, while able to follow the direction;
- Ability to think creatively;
- Attention to detail and accuracy is essential;
- Must possess solid design fundamentals and the ability to transform them into ever-expanding digital media;
- Have knowledge about social media and digital trend;
- Can manage a heavy workload with good time management skills;
- Aptitude to learn quickly and work well within a team environment;
- Excellent written and verbal communication skills;
- Excellent working ethics and attitude.

Working Advantages:

- Have flexible work hours;
- Enjoy working remotely (from anywhere in Indonesia);
- Be a part of an inspiring working culture;
- Enjoy being surrounded by smart and driven people;
- Access to reference books, training courses, and international conferences to support your professional development;
- Benefit from other motivational perks such as birthday prize, lottery, a special gift for the best team member, and much more!

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