

WPMU DEV Support Specialist Task Sheet #1

Hola!

So, you're thinking about joining WPMU DEV?

Of course you are, you wouldn’t be checking out this task sheet otherwise! :)

We’re on the lookout for awesome people to add to our team. Having some hands-on experience with our plugins and services is a bonus and can help you get up to speed faster, but it’s definitely not a must.

We also want to get a feel for your skill level, so we’ve put together a few quick tasks for you to complete and include with your application.

The questions below are hypothetical member inquiries, so your responses should be written as if you’re replying to those imaginary members.

AI-generated answers, even when paraphrased, won't be enough for this test. We're really looking to see your own thinking, experience, and skills in the work you submit.

It's also helpful if you're familiar with what our company offers. You don't need to be a paying member, but having experience with any of our free plugins is definitely a plus.

1.

There are a couple of problems with our domain <thetechsupport.store>:
1. The A record is not resolving at all in most of Asia.
2. The MX records are pointed to mail.thetechsupport.store instead of Google.

A client in Japan says both the <www.thetechsupport.store> site and email are both down. We (in the US) can see the site. There's no recent DNS change.

What two separate problems are happening, and how would I explain to my client why we can see the site, but they cannot?

Notes:
This member sounds stressed, your attention please!

Go to a public DNS propagation checker (like dnschecker.org), enter the domain and investigate thoroughly.

1. What DNS problems can you find? List everything that looks wrong or inconsistent — do a thorough check, not just the first thing you notice.
2. For each problem you find, explain in plain language what's causing it and what the fix is.
3. Write your actual reply to the stressed member. Calm, clear, no jargon.

Any DNS/NS changes are not recent, and there is more than one DNS issue here. A shallow check will only surface the obvious ones.

2.

Title: help my site is broke

Body: i used the hub thing to update and now the pictures are all GONE and the font is weird. its not the cashe i tryed it. its the hummingbird. i need this fixed we are losing clients.

Notes:
You receive this exact forum post.
What is your first reply?
Keep it short and targeted.

3.

I need to make some modifications to my website https://tasksheet.tempurl.host/ and need your CSS skills. There is a mockup I created for you, I guess it can help better than me describing every change. https://drive.google.com/file/d/1JF0FPNGH66fBUl9oQJzUtf3uOJEPEsxz/

Notes:
Despite the use of the native site builder, member still require CSS code for this page.

- If any change required an `!important` to override the builder's inline styles, note which one and why and avoid all others.

4.

I updated the Yoast SEO plugin this morning because your changelog said I should, and now my entire site is just a white screen. The front end AND my dashboard. I didn't touch anything else, I swear. I have a product launch tomorrow morning and I'm losing my mind here. Please fix this NOW.

Notes:
In the attached files there's the WP setup of the member (/wordpress/ folder). Keep in mind to update WP DB credentials in wp-config.php after adding to a web server for further investigation.
Expecting a single reply for the potential member, in which you document your troubleshooting process step by step, in the order you actually performed it. Include any settings you changed, files you inspected, error messages or log entries you found, and any dead ends you hit along the way.

5.

Our shop has shown a 502 error three times today, usually for one or two minutes. It is working now, but we have a promotion starting this evening and need assurance that it will not happen again.

Notes:

- *PHP was upgraded from 8.1 to 8.2 yesterday.*
- *WordPress error log (attached)*
- *PHP workers reached their limit during each incident.*
- *CPU and memory usage remained within normal limits.*
- *The site uses WooCommerce and receives scheduled inventory updates from an external service (cron jobs schedule attached)*
- *Rolling PHP back to 8.1 is available through the hosting dashboard.*
