Job Description
# System Administrator

We are looking for a talented and driven System Administrator with 2+ years of SaaS system and cloud experience to join our growing team. As a systems administrator at Starlight, you use the latest technologies to solve problems in logistics, scheduling, and routing of trucks and containers used in waste management, recycling, and related industries. The system is broad, including end-to-end business management of orders from initial contact through invoicing and reporting.

## About Starlight

Our story starts in 2015 when Bill Bradley identified the need for software to provide actionable information and real-time control to run his hauling and recycling companies. Starlight Software Solutions has since grown its technology, portfolio of offerings, and customer base through innovative and differentiated solutions, all designed and developed in partnership with haulers and recyclers at each step.

Starlight's new cloud-based solution serves a broader segment of the market and brings the innovations developed by Starlight to a wider audience. We help our partners grow with a solid foundation that allows them to focus on the efficiency and profitability of their business with a single, seamless enterprise-wide solution that delivers meaningful, actionable, live data and analysis.

## Why Work at Starlight?

The product is in the early stages of our first cloud-based release, having been in the market with our original propriety software offering for a few years. Unlike a startup, Starlight has a loyal and growing customer base and revenue stream. This transition will not only allow Starlight to expand both its technical capabilities and offerings but also expand to adjacent markets. The Starlight team is small but growing, currently working with a large international vendor to support the initial release. We are a close, hard-working group; excited about the Starlight platform and its potential. Our workplace is an open, collaborative environment, where feedback is welcomed.

## Job Overview

The System Administrator will maintain, upgrade and manage our software, hardware, and networks. You should be able to diagnose and resolve problems quickly. You should also have the patience to communicate with a variety of interdisciplinary teams and users. Your goal will be to ensure that our technology infrastructure runs smoothly and efficiently.

## Responsibilities

- Install and configure software, hardware, and networks.
- Ensure security and efficiency of IT infrastructure.
- Provide technical support for both hardware and software issues our users encounter.
- Manage the configuration and operation of client-based computer operating systems.
- Upgrade client-based systems for core releases.
- Monitor system daily and respond immediately to security or usability concerns.
- Create and verify backups of data.

- Upgrade systems and processes as required for enhanced functionality and resolution of security issues.
- Administrate infrastructure, including firewalls, databases, malware protection software, and other processes.
- Review application logs.
- 2nd-tier support for customer support related issues.
- Customer support functions as needed.
- Develop expertise to train staff on new technologies.
- Build an internal knowledge base with technical documentation, manuals, and IT policies.
- Use Jira system to track job related functions and work.

**Requirements**

- Proven experience as a System Administrator or similar role.
- Experience with databases, networks (LAN, WAN), and patch management.
- Knowledge of system security (i.e., intrusion detection systems) and data backup/recovery.
- Ability to create scripts in Python, Perl or other languages.
- Familiarity with various operating systems and platforms.
- Resourcefulness and problem-solving aptitude.
- Excellent communication skills.
- Bachelor's degree in Information Technology, Computer Science, or a related discipline

**Job Type**

Full time
Salary: $60,000-$73,000

**COVID-19 Considerations**

To keep staff safe during COVID-19 we are allowing remote working schedules, requiring masks in the office, and meeting all local requirements for cleaning, distancing, and sanitizing the work environment.

**To Apply**

Email your resume to Marty.Kilmer@StarlightSoftwareSolutions.com.