Internal Systems Administrator

Job Summary

We are seeking a detail-oriented and security-minded Internal Systems Administrator to manage the compliance, security, and reliability of our internal systems at a fast-growing data-centric SaaS company. This role is critical in ensuring company assets remain secure, internal tools are well-managed, and employees have responsive technical support. The Internal Systems Administrator will own compliance-related systems, oversee asset lifecycle management, and run the internal support desk. This is a full-time role, working remotely.

Key Responsibilities

- **Security & Compliance**
  - Implement, monitor, and maintain security controls to meet compliance frameworks (e.g., SOC 2, ISO 27001, GDPR).
  - Ensure system access policies, endpoint security, and data protection standards are enforced.
  - Conduct regular audits of internal systems and collaborate with security/compliance teams on readiness for assessments.
- **Asset & Systems Management**
  - Manage company assets (laptops, mobile devices, and other hardware), including procurement, deployment, and decommissioning.
  - Administer SaaS applications and internal tools (e.g., SSO, identity management, collaboration software).
  - Oversee device inventory, patching, and system upgrades to maintain reliability and compliance.
- **Internal Support Desk**
  - Serve as the first point of contact for technical support issues across the organization.
  - Troubleshoot and resolve user issues efficiently, escalating where necessary.
  - Develop documentation and self-service resources to streamline employee support.
- **Cross-Functional Collaboration**
  - Partner with security, engineering, and operations teams to align on compliance and technical requirements.
  - Support onboarding and offboarding processes to ensure secure and smooth employee transitions.
  - Champion a culture of security awareness and process consistency across the company.
- **Metrics & Reporting**

- o Track and report on compliance readiness, system uptime, and support desk performance.
  - o Provide visibility into asset management and highlight risks or areas of improvement.
  - o Use data-driven insights to prioritize initiatives and improve efficiency.

Key Qualifications

- Proven experience as a Systems Administrator, IT Administrator, or related role in a SaaS or data-driven company.
- Strong knowledge of compliance frameworks (SOC 2, ISO 27001, GDPR) and IT security practices.
- Experience managing asset lifecycle and administering common SaaS applications (e.g., Google Workspace, Okta, Slack, Jira).
- Hands-on experience supporting employees through IT helpdesk systems.
- Strong troubleshooting and problem-solving skills with an ability to balance speed and thoroughness.
- Excellent communication and documentation skills.

Success Criteria

- Company maintains audit-ready compliance posture with minimal remediation effort.
- Asset management system is complete, accurate, and regularly updated.
- Employees experience fast, reliable resolution of IT issues with high satisfaction scores.
- Reduction in recurring support requests through effective documentation and automation.

To apply for this position, please submit your resume to **careers@spur.us**.