Systems Administrator

About Foxbright

Foxbright is a Grand Rapids–based software company that builds and hosts a proprietary content management system for K–12 school districts, nonprofits, and municipalities across the country. Our platform is built in-house, with features developed natively rather than through plugins, and our client sites are hosted in Microsoft Azure. We're a small team of about 10 people, so everyone's work makes a visible difference.

About the role

We're looking for a Systems Administrator to own the reliability, performance, and security of our Azure hosting environment. You'll work closely with our developers to review code for deployment and security concerns, push application upgrades to production, and keep our clients' websites fast, secure, and available.

Reports to: President

Employment type: Full-time

Responsibilities

Azure hosting environment

- Administer, maintain, and improve our Microsoft Azure environment, including compute, storage, networking, databases, and access management.
- Monitor performance and availability, tune resources, and plan capacity as our client base grows.
- Manage backups, disaster recovery, and restore testing.
- Track and control Azure spending.

Deployments and code review

- Deploy application upgrades and releases to production, including scheduling, rollback planning, and post-release checks.
- Take part in code reviews with our developers, focusing on security, performance, and deployment readiness.
- Build and improve automated deployment pipelines and scripts.
- Manage separate QC/test and production environments.

Security

- Apply patches, manage vulnerabilities, and harden servers and services.
- Manage identity and access, secrets, and certificates.
- Respond to security incidents and threats against client sites, such as malware and DDoS attacks.

- Keep security documentation current and help answer security questions from clients and RFPs.

Web traffic and DNS

- Manage Cloudflare and related DNS, CDN, and web application firewall settings for client sites.
- Troubleshoot site-level issues, such as outages, slow pages, gateway errors, and SSL problems.

Support and documentation

- Handle technical escalations from our support team.
- Write and maintain runbooks and documentation for our infrastructure and processes.
- Perform other duties as assigned.

Qualifications

Required

- 3+ years of experience as a systems or network administrator, including supporting production web applications.
- Hands-on experience administering Microsoft Azure.
- Experience deploying application releases to production and working alongside software developers.
- Solid understanding of DNS, SSL/TLS, load balancing, and web traffic.
- Scripting skills in PowerShell, Bash, or Python, and comfort working with Git.
- Strong troubleshooting skills and clear written and verbal communication.
- Curiosity and a genuine desire to learn, including picking up new tools and keeping up with changing technology and security threats.

Preferred

- Experience with CI/CD pipelines, such as Azure DevOps or GitHub Actions.
- Experience with Cloudflare or other CDN and web application firewall services.
- Experience with monitoring and observability tools, such as Azure Monitor.
- Familiarity with security frameworks or audits, such as SOC 2.
- Ability to read application code well enough to review it for security and performance concerns.
- Microsoft Azure certifications (such as AZ-104) or security certifications (such as CompTIA Security+).

Work arrangement

- **Location:** Hybrid. Some remote, some in-person at our Grand Rapids office.
- **Off-hours availability:** Production upgrades and maintenance are often scheduled outside business hours, and urgent issues can come up at any time. You'll need to be flexible and reachable when they do.

Foxbright is an equal opportunity employer.