



**Astea International** is a premier global provider of Service Lifecycle Management solutions for companies that market, sell, service and support equipment. For **nearly 40 years**, Astea has been helping more than 600 companies achieve new levels of service excellence. We are currently seeking talented individuals with an entrepreneurial, hands-on spirit to help take our company to the next level.

Because of continued growth we are currently hiring for a **Hosting System Administrator** role in our **Horsham, PA Corporate Office**.

**Job Title:** Hosting System Administrator

**Reports to:** IT Manager

**Position Summary:** The Hosting System Administrator is responsible to provide technical and administrative support for all hosted servers on Azure, AWS and local network (Hyper-V). This person maintains adequate knowledge of existing hardware and software in use to maximize efficiency of the servers and users' utilization of them.

**Essential Duties and Responsibilities:**

- Install and configure software and hardware (Windows operating systems as well as provisioning servers in Hyper-V and Azure)
- Install, configure and troubleshoot Astea Alliance software
- Manage hosted servers and technology tools
- Set up accounts and security on servers and client domains
- Monitor performance and maintain systems according
- Troubleshoot issues and outages
- Gather memory dumps as well as logs and databases as required
- Ensure security through access controls, backups and firewalls
- Update systems with Windows patches and application updates (will be after hours for the clients)
- Build an internal knowledge base with technical documentation, manuals and IT policies
- Assist with documentation for audits

**Requirements**

- Proven experience as a System Administrator
- Experience with databases, networks (LAN, WAN) and patch management
- Knowledge of system security and data backup/recovery
- Familiarity with various operating systems and platforms
- Resourcefulness and problem-solving aptitude
- Excellent communication skills
- Ability to work with minimal supervision
- Flexibility with work hours a must

**Application Instructions**

To apply please submit resume/CV via LinkedIn posting, or email Human Resources at [careers@astea.com](mailto:careers@astea.com). No phone calls please!