Role: Data Analyst / Systems Administrator (Remote Possible)

About Us:

Radiator Labs is an energy management and electrification platform for radiator-heated buildings. We are a Brooklyn based startup working to solve a 100-year-old problem: the lack of comfort and efficiency in buildings with steam heat. Our technology has been celebrated with recognition and awards including the MIT Clean Energy Prize, NYC Department of Buildings Carbon Neutrality Innovation Challenge Winner, the Popular Science Invention Award, Architizer A+ Award Winner, the 1776 Challenge Cup, Exelon's 2c2i recognition and we are part of inaugural Clean Fight 2020 program.

Every year, millions of dollars are wasted and pollution needlessly generated as people open the windows of their sweltering steam-heated apartments to cool off in the winter. Radiator Labs is solving this problem using custom hardware, sensors, building-wide IOT networks, and data science. Our retrofits for steam-heated buildings have been validated by NYSERDA to save an average of 25% on heating costs, and are eligible for all utility incentives. We are also developing a hybrid-electrification platform that enables buildings to electrify up to 80% of their heating demand at 20% of the cost of traditional approaches. Our customers include multi-family apartment buildings, office buildings, municipal buildings and universities. We are rapidly expanding our operations.

Description of Role: Data Analyst / Systems Administrator:

We seek a Data Analyst / Systems Administrator to be responsible for making sure all of our devices and networks are running optimally at all times. Each device in our fleet is located within and connected to a central gateway in a building. There are various tools available to manage these devices and gateways, including a centralized dashboard, and this role will focus on monitoring, troubleshooting, and optimizing overall operation through these tools.

This is a key role for our technology, which treats entire buildings as single systems that react dynamically to changes in weather, heat availability, and other factors to ensure the comfort of people who live and work in them. This role will coordinate with the engineering and field ops teams to maintain network connectivity and system performance as well as flag potential maintenance issues. Some research to tie the issues discovered in the field together with probable causes and solutions is also required, i.e. direct engineering and/or data science to develop detection methods for particular issues. This role will also work iteratively with engineering to improve these monitoring, troubleshooting, and optimization tools.

Job description:

-   Daily monitoring of installed systems and networks; using the internal main system maintenance tool and customer dashboards
-   Flag and investigate potential issues. Work with engineering and field operations teams when necessary to resolve issues
-   Act as the central nervous system during events - coordinate with field teams during installs, maintenance, and troubleshooting to identify and resolve issues
-   Build a working list of encountered problems and work towards permanent solutions

- Develop this working list into a systematized resource (i.e. automated and accessible to field teams) to tie issues with probable causes and solutions
- Contribute to customer and internal dashboard enhancement projects

We are a small team with a diverse set of responsibilities and backgrounds. We're looking for candidates who are confident in themselves and their work, but also humble enough to work on things that may be a little outside their job description at times. It's not uncommon to find ourselves helping out during an installation moving radiator covers, or fumbling with wires in the sweltering boiler room of a midtown apartment building (safely!). We enjoy learning about and sometimes visiting old buildings in (mostly) New York City and beyond. This position is based out of our office in the Brooklyn Navy Yard, and can be a remote position for the right applicant.

Qualifications:
- 3+ Years experience in a relevant field (data analytics, network maintenance, etc.)
- 2 years programming experience working in Python or similar scripting language
- Familiarity with Linux system administration; ability to work efficiently at the command-line, use SSH to log into remote systems and perform maintenance/diagnostics, basic shell-scripting ability
- Ability to produce graphs/visualizations using data
- Familiarity with basic networking concepts, TCP/IP, web protocols; ability to track-down and isolate networking problems that occur; bonus if familiar with IOT networking protocols such as MQTT, CoAP, etc.
- Familiarity with version control (git), ability to search through code to isolate problems
- Experience working with wireless networks such as Lora, 802.15.4, etc. preferred
- Experience with building control/industrial automation protocols such as Bacnet and modbus preferred
- Proven ability to design and implement parameters for determining system failures
- Works well under pressure
- Demonstrated ability to effectively communicate complex information to team members and building staff when problems are identified

To apply: Please send a resume or LinkedIn profile link and a brief introduction to jobs@radiatorlabs.com with the subject "Data Analyst/Systems Administrator Application"

The successful applicant will be selected based upon their qualifications for this position and without regard to the applicant's race, color, ethnic or national origin, religion, creed, age, disability, sex, sexual orientation, gender identity or expression, pregnancy, marital or partnership status, citizenship or alienage status, veteran status, whether children are, may be or would be residing with a person, or any other characteristic protected by law.