

## Who are we?

Have you ever wondered what makes trading and settlement possible in Canada? It's Fundserv—the online ecosystem that ensures every fund transaction is processed timely, accurately and securely. We're an online hub that electronically connects manufacturers, distributors, and intermediaries, enabling them to buy, sell, and transfer investment funds.

## Our Culture & Values

Fundserv is guided by our four core values: Collaboration, Adaptability, Integrity, and Respect. Because above all else, Fundserv CAIRs:

- Collaboration
- Adaptability
- Integrity
- Respect

## Benefits & Perks

Fundserv provides a comprehensive benefits plan that includes the following:

- Health care spending account
- RRSP with employer match
- Annual performance pay
- Fitness reimbursements
- Employee discount program
- Charitable donation matching
- Flexible hours & remote work options

To better support our employees during Covid-19, we've expanded our benefits:

- Virtual social events including escape rooms, online trivia & games
- Corporate-wide mental health days
- Subscription reimbursement for fitness, nutritional, and mental health apps

## Location:

Downtown Toronto

## Reports to:

Chief Information Officer (CIO)

## Department:

CIO Office

*Fundserv is an equal opportunity employer. We welcome and encourage applications from individuals with disabilities. Accommodations are available on request – please let us know how we can meet your needs.*

## The Opportunity

Fundserv is embarking on a multi-year, multi-million dollar technology transformation program that focuses on currency, resiliency, security and agility. This ambitious transformation will completely redesign every façade of Fundserv's platform. We follow the Agile methodology principles, the collaborative practices of DevSecOps and will be leveraging the latest technologies and tools, such as a hyper-converged infrastructure, software-defined network, cloud, containers and APIs, enabling Fundserv to serve the industry better, and adapt to this ever-changing technology and investment landscape.

The Director of IT Operations reports directly to the Chief Information Officer and leads all IT Operations, both on-prem and cloud platform infrastructure and application support functions. This role will partner with fellow technology and business leaders to refine and evolve Fundserv's technology modernization program while maintaining a high level of service availability. A robust incident response leadership and discipline is also required in this role, as the role maintains oversight of Infrastructure and IT Operations, both in-house and outsourced.

The role participates in overall technology strategy, planning, designing, and executing Fundserv's comprehensive technology modernization roadmap to transition to a more adaptable, hybrid-cloud, more secure, highly resilient platform to better serve the investment fund industry.

- Develop and execute the strategic direction for the IT Operations division that supports Fundserv's overall modernization and business objectives.
- Collaboration across all areas of the technology pillar, including architecture, software engineering, cybersecurity and PMO, ensuring that business requirements and systems goals are identified and satisfied.
- Review and analyze the effectiveness and efficiency of existing infrastructure and operations solutions and develop strategies for improving and adding efficiency to these solutions.
- Utilize effective problem-solving skills to analyze data and information to provide insights and recommendations for operational improvements.
- Oversee the cohesion, management and support of database, server, and network core operations.
- Support deployment activities, managing implementation issues to resolution.
- Proactively identify operational risks to recommend and implement adequate controls.
- Build an effective and cohesive team by leading and motivating staff, developing their professional skills/experience, and providing leadership
- Attract, retain, and enable the career development of top talent
- Maximize team contribution, growth and align their individual development with the organization's need to improve productivity and efficiency.
- Act as a trusted advisor to senior leaders for making business decisions and implementing strategic initiatives.

## Why YOU are the person we're looking for

You have commitment and passion for IT and take a collaborative, problem solving, and adaptable approach with colleagues across the organization.

- Post-Secondary Education specializing in Engineering, Computer Science, or Information Systems.
- 10+ years experience in managing IT operations in a medium to large organization.
- Thorough knowledge of the principles and practices of performance management and performance measurement systems as they relate to service delivery and value
- Good understanding of core modern software technologies and methodologies such as Oracle, Java, RedHat Linux and Sun Solaris, Azure cloud, Agile, DevSecOps and Kubernetes.
- Previous experience in the financial services industry is a must
- 7+ years experience successfully managing, coaching, and motivating staff members.

**If this sounds like you, apply today at [hr@fundserv.com](mailto:hr@fundserv.com).**