

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
- Wellness 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:

- Work from home stipend
- 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:

Department:

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 Manager, System Operations is a subject matter expert responsible for the management of the people, process and technology required to deliver UNIX operations services and cloud services overseeing the day-to-day operations of the systems environment and ensuring it aligns with IT and corporate strategy. This role also prepares and manages the operational budget, as well as managing the lifecycle, inventory, vendor relationships and contracts for all operational technologies of the corresponding platform.

The Manager, System Operations develops, encourages and maintains a group of professionals that are cross-trained and work collaboratively within their respective functional teams and across all IT functions.

In this role, you will:

- Develop and maintain infrastructure build, provisioning and patching automation utilizing orchestration and configuration management tools
- Develop, implement and manage tools, scripts and code to standardize and automate operational processes and tasks
- Optimize system performance through continual measurement, reporting and analysis of system telemetry
- Understand, implement, and automate security controls, governance processes, and compliance validation
- Ensure 99.95% availability for Production environment
- Provide support on all core system software including web servers, application servers and middleware components
- Create/Review/Update procedural and support documentation
- Provide support for BCP strategies for Fundserv applications
- Design, implement, configure and manage application and infrastructure monitoring and logging solutions
- Work closely with application development teams in an Agile development environment to build, operate and support continuous integration and continuous deployment (CI/CD) pipelines
- Support developers with troubleshooting performance issues and tuning for optimization
- Provide guidance and knowledge to members of infrastructure, network, development and operations teams and take an active role in continuous improvements, innovation, and knowledge sharing across teams
- Participate in implementing improvements to manual process to leverage the infrastructure and applications for greater efficiencies
- Create a challenging and rewarding work environment that encourages open communication and trust and fosters employee engagement.
- Direct the daily operations of the team, including establishing priorities in line with the company's strategic priorities, developing and maintaining high standards of delivery, ensuring team's access to the tools and resources needed to perform their roles, and managing schedules and team workload.
- Analyze team workflow for improvements and foster an environment of continuous improvement, where team members are empowered to bring forward, participate in, and lead process improvement initiatives.
- Conduct one-on-one weekly meetings with each direct report, as well as regular team meetings.
- Manage team performance, including completing the annual performance review cycle, clearly communicating expectations, providing continuous feedback, recognizing and rewarding high performance, and conducting performance improvement plans where required.
- Where needed, conduct progressive discipline up to and including termination.
- Prepare and manage departmental budget, manage team vendors following Fundserv's vendor management process, and approve department invoices.
- Ensure team's completion of all internal company-wide requirements, including but not limited to internal audits, policy attestations, HR and security training.

Why YOU are the person we're looking for

- A university degree in computer science or engineering.
- 10+ years of experience in Information Technology with focus on management of computer operations, databases & systems and systems applications support.
- Experience in a large-scale and highly available service provider environment.
- Experience in and enthusiasm for an Agile development and DevOps continuous delivery culture
- Strong technical knowledge of Oracle/SUN hardware and operating systems, EMC storage, WebLogic, MQ, Veritas Suite and RedHat Linux.
- Proven experience in IT infrastructure planning and development.
- Demonstrated experience with disaster recovery planning and implementation.
- Have a technical passion in DevOps practice
- Strong technical knowledge of Oracle/SUN hardware and operating systems, EMC storage, WebLogic, MQ, Veritas Suite and RedHat Linux.
- Proven experience in IT infrastructure planning and development.
- Demonstrated experience with disaster recovery planning and implementation.
- Strong understanding of project management principles.
- Proficiency in writing clear and comprehensive technical documentation
- Experience and ability to learn and use a wide variety of open source technologies and tools
- Have a technical passion in DevOps practice
- Strong leadership skills with a proven ability to coach and mentor direct reports
- Ability to conduct and direct research into IT issues and products as required
- Ability to create business cases, budgets and presentations
- Proven analytical, evaluative, and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Ability to self-start in a complex and diverse technical environment

If this sounds like you, apply today at hr@fundserv.com.