Senior Systems Engineer

fundserv | 2022 SME CANADA'S TOP SMALL & MEDIUM EMPLOYERS | GREATER TORONTO'S TOP 2022 EMPLOYERS

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 Senior Systems Engineer provides System Administration expertise for all system components and software to effectively support and maintain Fundserv's Unix and Linux servers in a hybrid DevOps environment.

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 99.99% 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
- Provide 24/7 on-call support as required
- 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
- Improve operations by conducting systems analysis; recommending changes in policies and procedures
- Provide mentorship and guidance to other members of the team
- Where required, provides recommendations, explanations, guidance on their functional area to other teams in the organization

Why YOU are the person we're looking for

- Post-Secondary Education in Computer Science/Engineering or any equivalent combination of training and experience
- 8+ years experience in Unix environment and working in a production support role, or 3+ years' experience in a Linux/DevOps environment
- Knowledge and experience with Cloud platforms (Azure preferred)
- Knowledge of Azure services such as APIM, Event Grid, Monitor etc.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook)
- Understanding of ITIL
- Experience implementing and managing DevOps tools such as Ansible, Terraform, Jenkins, Vault, Nexus, etc.
- Experience in implementing and operating application and infrastructure monitoring and logging tools such as New Relic
- Strong knowledge of Linux/Unix systems, networking, and virtualization technologies
- Expertise in scripting languages such as ksh, bash
- Experience with containers (such as Docker) and container orchestration systems (such as Kubernetes, OpenShift, Cloud Foundry)
- Familiarity with Atlassian tools (JIRA, Confluence)
- Familiarity or experience with working within a micro-service architecture
- Proficiency in writing clear and comprehensive technical documentation
- Experience and ability to learn and use a wide variety of open source technologies and tools
- Experience working with highly available enterprise environments and culture
- Interest in building and working with cloud native products and services
- Comfortable with collaboration, open communication and proactively reaching out to cross-functional teams and customers
- Must be a team player, able to work independently with minimal supervision and under tight deadlines
- Ability to self-start in a complex and diverse technical environment
- Demonstrated ability to lead technical projects
- Detail and process orientated
- Demonstrated troubleshooting skills
- Strong verbal and written communication skill

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