

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
- Wellness account for gym memberships, exercise/sports equipment, mental health apps, and more

Location:

Downtown Toronto

Reports to:

Director, Cybersecurity

Department:

Corporate IT

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, Corporate IT will provide leadership to the Corporate Services team. In addition, the role is responsible for creating and implementing processes and approved strategies required to support overall Fundserv IT initiatives. Operations, administrative and staff related decisions are required on a daily basis to ensure a high availability and secure hybrid environment to support business transformation and growth.

You will play a critical role at Fundserv. Responsible for managing corporate technology operations and administration, this position requires an understanding of Information Systems as they relate to the systems and data in a rapidly transforming hybrid environment.

In this role, you will:

- Lead operational planning and projects and organize and negotiate the allocation of resources.
- Participate in the development and execution of Fundserv's strategic plan
- Develop IT proposals and cost/benefit analyses for Corporate IT spending and initiatives.
- Collaborate with the senior management team to design and implement programs to support corporate values
- Investigate and advise on technology best practices, contingency and disaster recovery.
- Collaborate on Information Security policies, standards, and baselines and contribute efforts to measure compliance.
- Ownership of Corporate internal facing technologies including all on prem and hosted technologies and actively champion secure best practices
- Define and report key metrics to drive uptime, contingency and recovery and improve corporate systems and cloud governance.
- Plan and coordinate design of end-user services, such as help desk workflows, including regular written and in-person communications to staff and executive.
- Ensure that adequate monitoring, backups, and recovery plans are in place for all production applications, systems and infrastructure and all changes are performed as per operating procedures and audit controls.
- Collaborate with the IT Operations, Architecture and Project teams to engineer and implement controls based upon policies, standards, and best practices.
- Design and meet performance objectives and KPIs in order to validate achievement of SLAs and enable forward planning/trend analysis.
- 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.
- 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.
- 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.
- Build and maintain a high-performing team including identifying gaps, making recommendations on team structure, and recruiting for and onboarding new members of the team.
- Conduct one-on-one weekly meetings with each direct report, as well as regular team meetings.
- Participate in the compensation management process by recommending annual salary increases for direct reports.
- 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.
- Serve as a key member of Fundserv's management team by attending management meetings, designing and implementing programs to support corporate values, and building strong relationships across all levels of the organization

Why YOU are the person we're looking for

- Bachelor's Degree in Science, Engineering, or equivalent
- 5+ years progressive experience in Information Technology with focus on management of computer operations, databases and systems.
- Experience working with public cloud infrastructure (preferably Microsoft Azure), Oracle Cloud Infrastructure and hybrid cloud environment.
- Have a broad understanding of the current hybrid landscape, with a background in server/system management, good Azure Cloud and Oracle Cloud knowledge
- Strong knowledge of windows operating systems and O365 platform
- Knowledge of Active Directory Knowledge of VMware ESX
- Experience with Active Directory / DNS / DHCP / Group Policy (GPO) / Azure AD
- Implement disaster recovery plans with regular testing to ensure that overall comprehensive recovery objectives are met
- Creative problem solver who enjoys collaboration
- Demonstrates an ability to methodically analyze complex technical problems, identify solutions, and communicate to a non-technical audience
- Exhibits good writing and communications skills, to include the ability to render concise reports, summaries, and formal oral presentations
- Adequately explains, presents, demonstrates [when applicable] and documents the operational impact of a particular security loopholes or vulnerabilities
- Self-motivated and able to work both independently
- Strong Team player

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