



## Director, Technology Operations

### About Ascendant

Ascendant is a leading global payments provider, focused on the B2B cross-border payments space. Ascendant is headquartered in Toronto Canada, with offices in the US, UK, and India. Ascendant's 360-degree approach simplifies end to end payment processes, transparency, and currency risk management. We are an innovative company, partnering with over 2,000 financial institutions.

### Role Description:

Oversee the Technology operations and infrastructure

### Profile:

Comes from Application Support/Technology background

Proven track record of running Tech Operations compliant with SOC 1, SOC 2/ISO 27001, PCI, GDPR (or equiv)

### Requirements:

Technically hands on, Able to investigate/troubleshoot wide range of issues  
Excellent written and spoken communication skills

### Reporting To:

Chief Information Officer

### Responsibilities Include (But not limited to):

- GRC Compliant Operation
- People Management - Manage a team of highly capable professionals - System Administrators, Support, DBA, PM
- Backups, Plan, Execute, Monitor
- Asset Management, Hardware Purchase/Inventory, Software Assurance/Purchase/Inventory
- Risk Assessment
- DR - Monitoring & Readiness Testing
- Monitoring - Servers, AV, Computers, Access
- Incident Management - Review Tickets, Troubleshoot Issues
- Reporting - Weekly and Monthly Reports
- Documentation - Process, Technical
- Capacity Planning
- Network Management - Plan, Document, Monitor



- Server Management - Patching, Uptime Reporting, Health Monitoring
- Vulnerability Management
- Vendor/Customer Due Diligence
- Data Center Relationship Management
- Budget Management

**What would make this an easy win:**

- 10 years in the industry
- Good understanding of cloud infrastructure such Azure, AWS, Google
- Good understanding of license requirements of Microsoft
- NIST framework
- Experience of managing audit, internal, external
- Understanding of banking and financial regulatory requirements

**NOTE:** This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Please submit your resume and cover letter detailing your experience through the [Ascendant Careers](#) page.

*We would like to thank all applicants for their interest, please note only those selected for an interview will be contacted.*