

IT Operations and Management

Full-Time Position – Remote, Toronto (ON) preferred

Micruity helps Americans retire securely

Micruity is on a mission to make secure retirement income accessible to all Americans. Too many people get to retirement age and are forced to figure out how to make a lump sum of money last over an unpredictable lifetime.

Micruity provides the data network that enables the pensionization of defined contribution plans. Plan recordkeepers, life insurers, asset managers, and other stakeholders (our “partners”) can easily build and distribute lifetime income products using Micruity’s API suite and infrastructure. Micruity’s solution enables a more efficient, cost effective and secure ecosystem for all stakeholders in the retirement marketplace to flourish.

The end result? Individuals have access to secure retirement income products through their 401(k) plan, getting them a step closer to their financial wellness goals.

Micruity has the talent and financial backing to succeed

With backing from leading investors in the InsurTech and FinTech space and a management team with almost 50 years of collective entrepreneurial experience, Micruity has the expertise it needs to revolutionize the retirement industry in a meaningful way.

We reward big thinkers, hard workers, ambition, and honesty. Our team is full of fun-loving professionals, and we enjoy happy hours and spending time together at industry events. Not a requirement, but nerding out over math happens often.

Who we’re looking for

The IT Operations (Ops) role is in charge of infrastructure within Micruity and ensuring ongoing operation status, with a special focus on compliance and security. Note that Micruity is moving to a DevOps model with as much automation as is reasonable to ease maintenance and deployments.

This role should be about minimum 40% operations, and minimum 40% development of policies, procedures, system automation, and documentation. The position can be a launch pad to management as the organization expands and employees are added to the IT Operations group.

What you’ll do

- Perform system and security monitoring, including configuration and tuning.
- Perform risk assessments, participate in the committee, and identify operational or security issues.
- Perform backups and restorations, including on corrupted systems and to ensure backup quality.
- Perform daily/weekly/etc. security operations.
- Manage cloud services or servers, including deployment, configuration, maintenance, and disposal (production, staging, development, etc.).

- Manage physical servers, laptops/desktops, mobile phones, including acquisition, maintenance, disposal, inventory tracking, and equipment status reviews.
- Develop, maintain, and review systems (weekly, monthly, quarterly, annually) as per policies.
- Develop and maintain policies and procedures, especially in consideration of SOC 2.
- Develop and maintain documentation; ensure documentation reflects current operations.
- Develop scripts for automation of tasks such as deployments, testing, restorations, and test scripts, ensure operation, ensure monitoring for such script, respond to issues.
- Respond to any monitored operational or security issues; report status to management.
- Test and evaluate new resources to be utilized.
- On-board and off-board employees to systems, and participate in employee reviews.
- Manage the ticket system for issues and requests related to IT.
- Improve and influence key processes across the company, such as business continuity and incident response.
- Plan future systems requirements and strategy.
- Be the point-person on client security assessments, security questionnaires, audits, and the security portion of SLAs.
- Be on-call for system outages or security issues.
- Be the backup for DevOps duties.
- Participate in continuity tests, including disaster recovery.
- Participate in oversight review processes.
- Participate (if needed) in the sales and deployment cycles for customers.
- Participate in audits such as SOC 2.
- Participate in professional development opportunities including training.
- Perform other IT operations and management duties, as you see fit or as may come up from time to time.

Requirements

- 4+ years of experience in operations of cloud-based systems.
- Great experience with the AWS ecosystem of products.
- Extensive experience with logging, monitoring and alerting systems and tools.
- Experience with Infrastructure As Code.
- Strong understanding of SIEM principles, and intrusion prevention and detection.
- Knowledge of ITIL, CoBIT and information security best practices.
- Good familiarity with NodeJS and modern Javascript-based systems.
- Well developed written and verbal communications skills, including the ability to read, write, and speak English.
- Ability to legally work in Canada or the US.

Great to have

- B.Sc. degree in Computer Science or related discipline.
- Programming experience to help with DevOps development.
- Experience in the Financial Services industry (Defined Contribution Plan administration, Annuity product design or operations, etc.).
- Experience working in a SOC 2-compliant environment.
- Collaborate with software engineers to make architectural decisions to enable a scalable, stable, and secure infrastructure.
- Experience with being on-call and willingness to represent our team in incidents.
- An interest in distributed systems, especially those with high availability requirements.

- An entrepreneurial attitude, i.e. willing to roll up their sleeves and solve complex, all-hands-on-deck problems.

Our Tech Stack

- Serverless Infrastructure: AWS—including VPC, Lambda, Cognito, CloudWatch, CloudTrail, Secrets Manager, GuardDuty, Step Functions, and many more.
- Security Systems: AWS services, Drata, Intruder.io, CloudCheckr, Hexnode MDM, Bastion.
- Javascript codebase: NodeJS, Express, React front-end.
- REST, Socket.IO, GraphQL, PostgreSQL DB, Sequelize ORM.
- Endpoints are Mac and Windows laptops, and iPhone and Android phones.
- Confluence, Asana, MS Office, BitDefender.

Benefits

Micruity is growing quickly, and we are continuously looking for more ways to show our appreciation to our dedicated team members. We offer competitive health coverage, a generous vacation policy, occasional happy hours/lunches/outings and a hybrid remote/work environment.

Equal Opportunity

Micruity celebrates and supports difference and recognizes that having a diverse workforce benefits our employees, our products, our culture and the communities in which we work. Micruity is an equal opportunity employer, and employment decisions are based solely on a person's qualifications and merit as directly related to professional competence. We are dedicated to reaching a diverse candidate pool and hiring the person who is the best fit for the job. Micruity does not discriminate based on race, citizenship, ancestry, creed, color, religion, sex, gender, sexual orientation, gender identity/expression, national origin, age, disability, genetic information, veteran status, marital status, pregnancy or related conditions (including breastfeeding), or any other basis protected by law.

We also consider qualified applicants regardless of criminal histories, consistent with legal requirements.

Micruity's EEO policy has the full and complete support of the Company, including its Chief Executive Officer and Board.