

Manager, Technology Operations

Job Summary

Ascendant is a global provider of international business to business payment solutions based in Canada with operations in US. We are seeking an experienced and technically hands-on Manager, Technology Operations to lead and oversee the organization's technology operations, infrastructure, security, and service delivery functions. Reporting to the Chief Information Officer, this role is responsible for ensuring secure, reliable, compliant, and scalable IT services while managing people, processes, vendors, and operational initiatives.

The successful candidate combines strong leadership capabilities with deep technical expertise and a disciplined approach to governance, risk management, compliance, and technology operations. This position requires the ability to balance strategic planning with hands-on execution in a regulated and security-conscious environment.

This role is full-time and requires in-office attendance four days per week in our downtown Toronto office.

Job Duties and Responsibilities (including but are not limited to)

Technology Operations & Infrastructure

- Oversee the day-to-day operation, availability, performance, and reliability of technology infrastructure and services.
- Manage server, network, endpoint, and cloud environments, including monitoring, patching, capacity planning, and performance optimization.
- Coordinate infrastructure upgrades, maintenance activities, and technology lifecycle planning.
- Plan, execute, monitor, and test backup and recovery processes to ensure business continuity.
- Maintain operational readiness through disaster recovery planning, testing, monitoring, and documentation.
- Develop and maintain network architecture documentation and performance standards.

Governance, Risk & Compliance

- Ensure technology operations align with established governance, risk, and compliance requirements.
- Conduct regular technology and security risk assessments and support remediation initiatives.
- Oversee vulnerability management programs, security monitoring, and response activities.
- Support internal and external audits and maintain compliance with applicable frameworks and standards, including SOC, ISO 27001, PCI DSS, GDPR, NIST, and other regulatory requirements as applicable.
- Manage vendor and customer due diligence activities related to technology, security, and compliance.

Service Management & Support

- Oversee incident management processes, including ticket review, prioritization, escalation, and resolution.
- Provide technical leadership and guidance for complex infrastructure and operational issues.
- Ensure consistent service delivery and adherence to established operational procedures and service standards.
- Identify opportunities for continuous improvement in technology operations and support functions.

Leadership & People Management

- Lead, mentor, and develop a team of technology professionals, including system administrators, support staff, database administrators, project managers, and other technical resources.
- Establish team objectives, performance expectations, and development plans.
- Foster a collaborative, accountable, and service-oriented culture.

Vendor, Asset & Financial Management

- Manage technology vendors, service providers, and data centre relationships.
- Oversee IT asset lifecycle management, including hardware and software procurement, inventory, licensing, maintenance, and renewals.
- Develop and manage departmental budgets, forecasts, and cost-control initiatives.
- Evaluate technology investments and vendor performance to maximize operational value.

Reporting & Documentation

- Maintain accurate technical, operational, and process documentation.
- Produce regular operational reports and dashboards, including service, security, capacity, and performance metrics.
- Communicate operational risks, trends, and improvement recommendations to leadership.

Qualifications & Requirements

- Bachelor's degree in information technology, Computer Science, Engineering, or a related field.
- Minimum 7-10 years of progressive experience in IT operations, infrastructure management, or technology leadership roles.
- Proven experience managing technology operations in regulated, security-focused, or financial services environments.
- Demonstrated experience leading technical teams and managing third-party vendors.
- Strong knowledge of infrastructure, networking, cybersecurity, enterprise systems, and cloud platforms.
- Experience with governance, risk management, disaster recovery, business continuity, and compliance programs.
- Experience supporting audits and regulatory assessments.



- Strong budgeting, planning, and financial management skills.
- Excellent analytical, troubleshooting, organizational, and communication skills.
- Ability to operate effectively in both strategic and hands-on technical capacities.
- Legally authorized to work in Canada

Preferred Qualifications

- Experience with Microsoft Azure, AWS, and/or Google Cloud Platform.
- Strong understanding of Microsoft licensing and enterprise technology environments.
- Familiarity with NIST Cybersecurity Framework and related security standards.
- Experience supporting compliance initiatives involving SOC 1, SOC 2, ISO 27001, PCI DSS, GDPR, or similar frameworks.
- Understanding of banking, payments, fintech, or financial services regulatory requirements.

Ascendant is committed to fostering an inclusive, accessible environment where all employees and candidates feel valued, respected, and supported. We are dedicated to building a workforce that reflects the diversity of the communities in which we live and serve. Ascendant will provide accommodations throughout the recruitment, selection, and/or assessment process to applicants with disabilities. If selected to participate in the hiring process, please inform us of any accommodations you may require to ensure your equal participation.