

Syncplicity is a next-generation cloud-based solution for secure file synchronization, mobility and collaboration that is revolutionizing the way people work. Our award winning solutions give individuals, teams and businesses of all sizes seamless access to all the files they need — on every computer, mobile device, file server and business application they work in — while liberating them from the complexity of their computing environment. Built from the ground up with business-class security, control and supportability, Syncplicity is capitalizing on the multi-billion dollar market at the intersection of cloud computing, universal file access and sharing, secure mobility and the “consumerization” of technology in the workplace. Our culture is fast-moving, smart, innovative, and bold. Our goal is to hire the most talented and driven people in the market and give them the resources to do terrific things.

Director of SaaS Operations

We are looking for a seasoned and **hands on** technical operations leader, with proven leadership abilities, and a strong track record in deploying and maintaining enterprise software in the cloud. The leader we seek is capable of managing teams and projects in a fast paced, dynamic and agile development environment and is proficient in a variety of technologies. As this, initially is, an individual contributor role, the candidate must have the ability to be hands on.

This position reports directly to the VP of Engineering and is a high impact role within the company. The ideal candidate has broad technical knowledge, a proven track record of tackling complex technical and organizational challenges and a knack for operations engineering.

Key Responsibilities

- Work closely with engineering in laying out enterprise software production components in a cost efficient, scalable and secure manner
- Triage, debug and diagnose complex production related issues (not product)
- Maintain production applications and tackle high profile customer escalations
- Hire, mentor, manage and guide operations engineers and manage cross-team projects

Key Requirements

- Extensive experience with complex and highly scalable products and production systems
- Key technologies used (not expected to have experience with all): C#, C++, Java, IIS, SQL Server, Amazon EC2, Amazon S3, Nagios, Munin, Splunk and Apache frameworks like Kafka, Thrift
- Key development and deployment platforms: Windows, Linux, AWS
- Prior experience managing teams and the ability to be hands on
- Team player with a can do attitude, great communication skills and a relentless attention to quality, detail, performance and scalability
- Bachelor's Degree in Computer Science or related discipline

Nice to Have

- Master's or higher degree in Computer Science or related discipline
- Past experience managing a production Microsoft and .NET technology stack
- 10 or more years of operational experience with enterprise software or SaaS experience

Equal Opportunity Employer

Syncplicity is an equal opportunity employer and does not discriminate on the basis of race, sex, age, national origin, religion, physical or mental handicaps or disabilities, marital status, veteran status, sexual orientation, nor any other basis prohibited by law.

Please send your resume to jobs@syncplicity.com . Directs only please (no 3rd party agencies).