

## SiteLock Needs a Senior IT Manager

SiteLock is the Global Leader in business website security and is the **only** web security solution to offer complete, cloud-based website protection. We find and fix threats, prevent future attacks, accelerate website performance and meet PCI compliance standards for businesses of all sizes (basically like Batman if Gotham City was the internet). Our mission is to protect every website on the internet (yes, we know that's a colossal goal, but we are THAT good), that's why we need talented people like yourself to join our ever-growing team!

### That's Nice, But What's The Job?

This position is responsible for planning, organizing and day to day management of information technology projects, applications and IT staff. This is a great opportunity to play a key leadership role within the IT organization at a rapid growth, PE backed SaaS security software company. Our Sr. IT Manager is a "hands on" role, but also includes a strong mix of strategic leadership as well. In this role, you will have an ability to have immediate and highly visible impact on the organization, and strong career growth opportunities.

- Manages and oversees all aspects of back office information technology. Develops and manages system security, disaster recovery planning, and implements technology training, IT & business policies and procedures. Ensures service levels are defined, effective, measured and reported.
- Participate in and lead task forces to plan, implement, and coordinate IT/systems activities to implement and maximize service quality, effectiveness and efficiency.
- Oversee 'Go-Live' activities for all back office systems including design, deployment, and transition into operational steady state. This also includes supervision of marketing website updates and maintenance.
- Ensures compliance with all applicable security standards including SOC 2, HiPAA, PCI, etc. including preparing all required compliance documentation for IT related audits, security assessments, and vulnerability remediation.
- Provides technical and business leadership for IT infrastructure projects including audio visual, voice data, networking, and related technologies. Has experience supporting call center telecommunications applications, web based desktop audio visual, and VOIP technologies.
- Evaluates and recommends technology purchases based on SiteLock needs and business objectives, including optimizing costs involved in maintaining and improving information systems.
- Partner with multiple vendors to deliver services under established SLAs
- Ensure the effective use of IT project methodologies by providing oversight for area IT projects including: managing tasks, deliverables and milestones; identify and track project issues, risks, decisions and action items; perform weekly status updates and update team dashboards; manage changes to plans through change controls and re-baselining processes; plan & schedule meetings as necessary, create agendas and documenting minutes; help prepare work stream deliverables.
- Supervises IT department staff of 3+

### What Are We Looking For?

- Must possess strong knowledge as normally obtained through the completion of a Bachelor's degree in related field.
- Progressive experience in an IT support environment typically achieved in 8-12 years.
- Has successfully completed security audits for SOC 2, HIPAA, and PCI as leader or key player in these processes.
- Requires leadership skills with ability to lead, communicate, and interact across facilities and at various levels within the organization and understand business imperatives.
- Ability to understanding and translate business requirements into technical specifications
- Experience overseeing integration of third party systems using API's
- Strong understanding of the business impact of IT tools, technologies and policies.
- Excellent verbal, written and interpersonal communication skills, including the ability to communicate effectively with the IT organization, management and business personnel.
- SugarCRM experience is preferred.
- Experience with custom software (API) development and third party integration with SugarCRM platform preferred.
- Thrives in a fast pace, high performance culture with minimal direct supervision.
- Ability to travel up to 10%.

#### **Nice To Haves**

- PMI PMP Certification
- ITIL Certification
- CISSP Certification
- Six Sigma Green Belt or other equivalent DMAIC experience
- Understanding and experience working with SDLC (Software Development Life Cycle)
  - Particularly, website release management and enforcing web site development coding/security standards
- Experience overseeing development of APIs for integration with third party systems
- Twelve (12) or more years of experience in Information Technology or related experience.
- Five (5) or more years of management experience.
- Ability to maintain a high level of technical expertise, staying abreast of new technologies and practices.

#### **Anything else? Absolutely.**

SiteLock was recently awarded the Best of Cool award for our great culture by BestCompaniesAZ and are one of the Best Places to Work as awarded by Arizona Business Journal. Essentially, we offer a relaxed, friendly, fun and upbeat environment since we work here too! SiteLock is also the Fastest Growing Software Company in Arizona two years in a row per Deloitte's Fast 500, and we aren't slowing down anytime soon!

#### **So What About The Perks? Perks Matter.**

- **Medical, Dental and Vision.** SiteLock pays a nice chunk of your premiums to keep the cost as low as possible for our employees.
- **15 days of PTO and 7 paid Holidays.** Because who doesn't love time off?

- **Benefits like 401(k), company paid life insurance, short and long-term disability.**
- **Casual Dress.** Come dressed in jeans (you'll fit right in with the rest of us).
- **Game Room.** Gimme a break – no, not a Kit Kat ad but we do have a ping-pong table, shuffle board and PlayStation if you ever need a break in your day.
- **Wellness Program.** We want our employees to be the best versions of themselves. That's why we offer a Wellness Program that includes an in-house Fitness coach, back massages, allergy testing, biometric screenings and much more!
- **Growth opportunities.** When we grow... our people grow! Our plan is to double in size by 2021. In order to do that, we need to develop our team members and foster their knowledge in cyber security and business.