

Role Title**ASSOCIATE, Infrastructure****Role Summary**

Whitehorse Liquidity Partners (“Whitehorse”), based in Toronto, is a fast-growing private equity firm focused on accelerating liquidity on private equity portfolios through structured solutions. Whitehorse seeks to provide customized and flexible liquidity solutions for private equity investors through the use of structured solutions with existing investors or outright purchases of portfolios which are subsequently structured into different securities. Whitehorse currently has over US\$10.0B under management. Whitehorse is seeking diverse, energetic, and dynamic individuals who thrive in a fast-paced, high-performance, entrepreneurial environment.

Whitehorse is building a world-class technology organization that balances technology with the rapid growth of the firm. We believe that technology is a source of competitive advantage and, to this end, are growing our technical capabilities.

The ideal candidate demonstrates flexibility, agility and the ability to respond to changing environments. They collaborate well with other members of the Whitehorse team in the pursuit of a common mission. They are always learning and take ownership of their own personal growth and continuous improvement. They are knowledgeable about their technical domain but open-minded and constantly updating their knowledge and decision-making toolkit. They act decisively and exhibit strong decision-making and excellent interpersonal skills.

The Associate, Infrastructure will be primarily responsible to help deliver and maintain the vision for our employee experience and helping to set the strategy for how users will work and connect to the Whitehorse environment from any device, anywhere in the world.

They will work closely with other Whitehorse team members, partners and vendors to develop appropriate solutions that minimize risk and allow the firm to move fast. Reporting to the Chief Technology Officer, the ideal candidate is energetic, dynamic and a team-oriented individual with a strong ability to work independently and as part of a team.

About you

- You love learning and constantly improving your craft
- You are relatively new to cyber security but are eager to learn and roll up your sleeves
- You have experience analyzing data and considering trade-offs
- You thrive in a hungry but humble team who collaborate to bring value to the organization
- You are excited to be part of an entrepreneurial environment that moves quickly

About the role

In the first month, you will:

- Get up to speed on our current technical environment
- Meet the team and learn about our areas of expertise
- Meet our Service Partners who we partner with to strengthen our bench
- Partner with a Senior Associate to understand the Whitehorse experience
- Work with the CTO to understand long term goals for supporting and protecting the firm
- Shadow an Associate in Infrastructure to understand the scope of the role and our roadmap
- Work with your Performance Partner to build out a robust 100 day plan

In the first three months, you will:

- Assist with running key aspects of the infrastructure program
- Understand where we have room for improvement
- Help document our processes for the organization and for new hires
- Learn the scope of our technology and processes that we use to protect the Firm
- Make improvements to our processes that reduce our risk and improve our cybersecurity posture
- Understand the business and the importance of cybersecurity to the continued success of Whitehorse

In the first six months, you will:

- Take responsibility for some key aspects of the end user support program
- Become familiar with the landscape of our technology and tools
- Coordinate infrastructure and end user support activities with our partners

In the first twelve months, you will:

- Have made a meaningful impact on our overall technology program
- Be on your way to becoming an expert with one or more of our tools and processes
- Have optimized key processes
- Have introduced new practices and processes to our program
- Have made a meaningful impact on our overall mean time to resolution and system availability

Specifics:

- Deliver and maintain the vision for our employee experience, setting the strategy for how users will work and connect to the Whitehorse environment from any device, anywhere in the world
- Design and deploy complete desktop virtualization solution (WVD, AWS Workspace)
- Create and maintain process for modern OS and software and patch deployments
- Balancing user experience and security in all technology decisions
- Coordinate and procure equipment for the firm and for end-users
- Manage identity and access management program and user entitlement reviews
- Onboarding and off-boarding of employees, contractors and vendors
- Management of all third-party SaaS solutions
- Participate in and manage 3rd party vendor security assessments and annual reviews as required
- Create and maintain documentation in support of ongoing technology operations
- Work with partners and vendors to monitor for and respond to business requests and events 24x7x365 as part of an on call rotation
- Automate repetitive tasks and drive efficiencies
- Develop and maintain metrics and scorecards
- Develop and support strategic plans and projects to meet technology goals and objectives
- Support strategic plans and projects to meet technology goals and objectives
- Excellent interpersonal skills; ability to interact with personnel at all levels

Education, Experience & Capabilities

- Degree/Diploma in Computer Science, Business or related field of study
- Enthusiastic customer service

- 0-3 years of experience in operations and support
- OS support: Windows 10/11/iOS/MacOS/Android & Windows server/DC 2016/2019
- Foundational understanding of Office 365 (Office Online, Teams, OneDrive, SharePoint, etc.) including migrations, security and compliance best practices and user management
- Experience with ITSM tools and processes like ServiceNow or FreshService
- Experience with endpoint management systems (In-tune, AutoPilot, SCCM)
- MS Azure AD/On-prem AD environment, OU, GPOs, Intune compliance policies
- Endpoint manager -Autopilot/ Software update/windows update/Patching/reporting/remediation
- Intune - MDM for iPhone and Android phones
- MFP printer support
- Executive support experience for SLTs/Partners/VPs- Remote/In-person
- Basic Networking - LAN/WAN/DNS/DHCP/TCPIP - Meraki devices
- User On-boarding/Off-boarding
- Asset inventory management
- Strong customer experience background with understanding of NPS metrics
- Have development/scripting experience with Python, PowerShell, Bash
- Exposure to SSO integrations using Okta, AzureAD, PingIdentity, or similar IDP's.
- Knowledge of security incident management, malware management and vulnerability management processes
- Ability to be available after hours and participation in on-call rotations / on-call rotation for 24/7 support

Nice to have:

- Experience with Google cloud/AWS
- Experience with O365 security and compliance
- Experience managing support for AV devices
- Experience with work management platform - Asana or similar
- Change management skills
- Experience in webhosting and website support
- Experience with remote management tools and providing remote support

Our Commitment to Inclusion and Diversity

At Whitehorse Liquidity Partners, we are committed to being a truly diverse firm and fostering an inclusive and supportive culture. Employing a talented, diverse, and inclusive workforce is more than just an obligation; it is a critical component of our growth aspirations and a competitive advantage of our Firm.

In addition, we are committed to fostering an inclusive and accessible recruitment experience where all candidates are valued, respected, and supported.

If you require an accommodation for any part of the recruitment process (including alternate formats of materials, accessible meeting rooms, etc.), please let us know, and we will be pleased to work with you to meet your needs.

To apply:

Send a copy of your resume to careers@whitehorseliquidity.com and reference the role title **Associate, Infrastructure** in the subject line.

We thank you for applying, however, only those selected to continue will be contacted.