

**Role Title****ANALYST/ASSOCIATE, INFRASTRUCTURE****Role Summary**

Whitehorse Liquidity Partners (“Whitehorse”) is a fast-growing Toronto-based private equity firm that was founded in 2015. Since its inception, Whitehorse has raised over US\$14B of capital and executed on over US\$18B of transaction volume. Whitehorse has taken an innovative approach to the private equity market, providing customized structured liquidity solutions to help both LPs and GPs achieve their investment objectives. By structuring down-side protected investments with upside participation, Whitehorse seeks to provide its investors with strong risk-adjusted returns. As we continue to grow, Whitehorse is seeking diverse, energetic, and dynamic individuals who thrive in a fast-paced, high-performance and entrepreneurial environment to join our team.

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 Manager, Infrastructure and Systems, 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 end user support 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 team to understand long term goals for supporting and protecting the firm
- Shadow the Infrastructure and Support team 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
- Support our key cybersecurity initiatives
- Automated several repetitive or mundane tasks creating efficiencies in our service delivery

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:

- Support 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
- Automate repetitive tasks and drive efficiencies through platform integrations for IT operations
- Ability to work well with a highly collaborative team.
- Communicate and collaborate with other technical resources like architects, admins, business owners, and stakeholders regarding status, risks, and any technical issues.
- Monitor and manage a ticket queue, prioritizing support tickets based on urgency.
- Balance user experience and security in all technology decisions
- Support identity and access management program and user entitlement reviews
- Onboard and off-board employees, contractors and vendors
- Create and maintain documentation in support of ongoing technology operations
- Manage partners and vendors to monitor for and respond to business requests and events 24x7x365
- Provide operational support, troubleshooting and maintenance of security related processes, controls, or products
- Ability to work within a highly collaborative team
- Excellent interpersonal skills; ability to interact with personnel at all levels
- Knowledge of provisioning, designing, constructing and maintaining cloud-based enterprise systems
- Strong facilitation, attention to detail and problem-solving skills

### Education, Experience & Capabilities

- Degree/Diploma in Computer Science, Business or related field of study
- Fanatical customer service
- 1-3 years of experience as an Automation or System Integration Analyst or similar role
- Proficiency in scripting languages such as Python, PowerShell, or Bash.
- Strong understanding of system integration concepts, including APIs, web services, and message queues.
- Familiarity with cloud platforms (e.g., AWS, Azure, GCP) and containerization technologies (e.g., Docker, Kubernetes).
- Provide tier1 and tier 2 IT support to senior leaders (Remote/In-person)
- OS Knowledge: Windows 10/11/iOS/macOS/Android & Windows server/DC 2016/2019
- Basic knowledge of MS365 tech stack
- Willing to learn 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 HaloITSM, ServiceNow or FreshService
- Willing to learn endpoint management systems (NinjaOne, In-tune, AutoPilot, SCCM)
- Basic Networking - LAN/WAN/DNS/DHCP/TCPIP - Meraki devices
- User On-boarding/Off-boarding knowledge
- Knowledge of security incident management, malware management and vulnerability management processes
- Ability to be available after hours and participation in on-call rotations for 24/7 support

#### Nice to have:

- Experience with Google cloud/AWS
- Experience with O365 security and compliance
- Exposure with SSO integrations using Okta, AzureAD, PingIdentity, or similar IDP's.
- Experience working with and integrating APIs with a variety of cloud-based platforms such as Asana, HaloITSM, BambooHR, Workday, SharePoint Online, and Salesforce.
- Experience managing support for AV devices

### 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](mailto: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.*