

SaaS IT Operations Manager - Business Catalyst Team

The Business Catalyst team is part of the Design & Web Group, together with products like Dreamweaver, BrowserLab, Illustrator, InDesign, etc. As a product, Business Catalyst is helping web designers and developers create more value to their customers by hosting their online businesses on our platform. To find more, please visit <http://www.businesscatalyst.com/>.

Position Summary

The Business Catalyst team in Romania is looking for an experienced, highly-motivated IT Operations Manager with a passion for creating great products that would be sold as services. You would be responsible with maintaining the operations of the Business Catalyst service, while managing a small team of outstanding individuals. You will manage 50+ servers spread between multiple datacenters on different continents. Your mission is to maintain our services from an operations perspective, exceed our customers' expectations and help us maintain our leading position in the industry. Are you up to that challenge?

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Your key responsibilities will include:

- Managing 50+ physical production and staging servers spread across 3 datacenters (and growing) o Most of them with multiple VMs running Windows OS
- Managing the operations of the services required to run our business o IIS, SQL Server, DNS, Mail, etc
- Maintain, create and implement (as needed) the hardware infrastructure behind the service
- Improving and implementing high availability (backup & restore, failover), escalation and monitoring procedures
- Improving and implementing automatic release procedures
- Together with your team members, be on call for unexpected incidents
- Work closely with Adobe's SaaS Infrastructure teams to achieve common goals o Datacenters and other Adobe-wide services
- Managing resources, prioritizing tasks, planning and scheduling, monitoring progress, managing risk
- Hiring, coaching, goal-setting and performance reviewing team members
- Inspiring and mentoring the team. Ensuring that team dynamics continue to be healthy and that team cohesion is high
- Developing and improving processes to optimize team's efficiency and effectiveness
- Closely cooperating with other team members (Engineering and Quality Managers, Product Managers, Program Managers, etc.) to achieve common goals

Required Skills:

- **Technical:**
 - University degree (BS/MS) in Computer Science, Electrical Engineering or equivalent;
 - 4+ years of experience in managing IT infrastructures for SaaS
 - Experience with Microsoft technologies (.NET, SQL Server, Windows Servers, etc)
 - Database Administration experience (Microsoft SQL Server)
 - Experience with automated deployments on Microsoft platforms
 - Good understanding of software build tools and source control systems
 - Experience in developing and managing large, complex, enterprise-class systems
 - Ability to understand business context and requirements
 - Knowledge of the malware and intrusion detection concepts for web applications
 - PCI Security Standards knowledge is a plus

- **Personal:**

- Excellent management and leadership skills
- Able to motivate, inspire and grow team members
- Strong ambition and self-drive
- Very good interpersonal and communication skills
- Fluent in English (both written and spoken)

Bonuses & benefits

We offer the opportunity to build a career in a rapidly expanding software company, working with international technology groups. Excellent [benefits package](#) including [Stock Options Plan](#), Medical and Life insurance, and more.

Adobe believes personal fulfillment and company success go hand in hand, sustaining one another. In fact, our dynamic, rewarding working environment is well known - including eight years on [FORTUNE magazine's "100 Best Companies to Work For"](#) and other, similar accolades. By hiring the very best and brightest, Adobe continues to be a simply better place to work - creating a dynamic environment today and providing incentives for future achievement.

About Adobe

[Adobe \(NASDAQ: ADBE\)](#) revolutionizes how the world engages with ideas and information. For 25 years, the company's award-winning software and technologies have redefined business, entertainment, and personal communications by setting new standards for producing and delivering content that engages people virtually anywhere at any time. From rich images in print, video, and film to dynamic digital content for a variety of media, the impact of Adobe solutions is evident across industries and felt by anyone who creates, views, and interacts with information. With a reputation for excellence and a portfolio of many of the most respected and recognizable software brands, Adobe is one of the world's largest and most diversified software companies.

[Adobe's office in Romania](#) serves as a Research and Development center and focuses on improving Adobe products such as [Dreamweaver](#), [Business Catalyst](#), and [AIR](#) and researching related web technologies. The center also provides Adobe with greater access to the business community and the expertise in the growing Eastern European market. You will find here [passionate, exceptional and unique individuals](#) who use their skills to shape the next web technologies. You will be a part of a dynamic and rewarding work environment which is well-known around the world. You will discover the excellent benefit plans and challenging programs at Adobe. Adobe is an equal opportunity/affirmative action employer. We welcome and encourage diversity in the workplace.