

VACANCY

Director of IT

Requirements

- Minimum of 8 years of experience
- Experienced with Microsoft cloud software
- (Scalable) IT infrastructure
- Connecting business and IT
- Stakeholder management

📍 Utrecht 📁 Minimum of 8 years experience



5CA is a global community of work-from-home 'gamers and geeks,' who are rethinking Customer Experience (CX) for brands worldwide. One of 5CA's increasing capabilities is process automation. Now the company is hiring a Director of Automation to push this development forward technically and commercially, within 5CA and outside.



ABOUT THE COMPANY

5CA

In 1998, 5CA was founded with a simple idea. As society was embracing more technology, the founders identified a gap to support clients with its use. 5CA's strategy is to give customers that use technology a superior experience, on any channel, and in any language.

From its humble beginnings in The Netherlands, 5CA's supports clients around the world, from Pakistan to Argentina. While the HQ is still in Utrecht, their global reach now spans 95 countries, thanks to 5CA's pioneering work-from-home approach. All the CX employees ('agents') work 100% offsite using a remote operating model that lets 5CA source and deploy the best international talent. The highly engaged, digitally native agents have the right knowledge and a genuine passion for the brands they support.

'5CA's secure cloud-based ecosystem helps our CX employees worldwide to excel at their jobs, while the company's in-depth insights allow brands to fully customize and optimize CX.'

Nick Pauli, Chief Executive Officer at 5CA





5CA describes their people as their 'superpower' and is a culturally-strong and diverse company to work for. They give employees a place to feel at home while they work from home. Their blended, human-centric culture spans 70+ nationalities, with agents from all walks of life, hobbies and interests.

5CA has rapidly grown from 200 to over 2,000 people, of which 95% work from home: this requires an excellent cloud-based IT structure. The company is hiring a Director of IT who will lead the development of the right technology infrastructure to keep up with the company's rapid growth.





VACANCY


Director of IT

The cloud infrastructure forms 5CA's backbone. The Director of IT is needed to sustain and improve a scalable, secure, up-and-running platform that meets 5CA's various business needs.

The Director of IT will help set the business up for ongoing success with excellent IT. This means to keep the existing systems running smoothly as well as create the vision for future IT infrastructure developments. They will translate business needs into existence as they support and manage the IT team who keeps the company's systems up and running. The team is made up of 20 people: cloud engineers, CIS admins and architects. 5CA is growing rapidly. The company's IT is scalable by design; the Director of IT understands the IT requirements of the growing organization and is able to make decisions for the future.

Communication and stakeholder management is key. This position acts as a



linking pin between external clients, the agents and internal business stakeholders related to IT. Reporting to the CTO, the Director of IT works closely with the company's board and understands 5CA's strategy and needs. They also remain closely connected to other relevant stakeholders within the business. The Director of IT is part of the 5CA management team and will team up with Directors of Data, Product, Support, Security and Automation. 



If the growth continues, which is likely to be the case, in a few years we will have 3,000 to 3,500 agents worldwide working on our platform. Excellent IT is indispensable to reach our ambitions.

David Bos, Chief Technology Officer at 5CA

Interested? 5CA has appointed Top of Minds to fill this vacancy. To express your interest, please contact Hayke Tjemmes at hayke.tjemmes@topofminds.com.

