Vice President of IT Operations
Location: Remote (U.S or Canada)
Stage: Early-Stage Startup
Reports To: COO

Anime Universe is an early stage startup in the building and fundraising phase.

- <u>Equity Partner</u> -
<u>It's not a job offer. It's a founding stake in our studio.</u>

Overview
This role is an equity-based position. Compensation consists of equity today, potential token-based rewards pending approvals, and salary that begins when revenue milestones are reached. A minimum commitment of 20 hours per week is required.

Role Summary

We're looking for a VP of IT to build and operate the systems that support our customers. This role owns the IT infrastructure, operations, and support processes that ensure our products and services are reliable, secure, and available for customers from day one.

This is a hands-on role at an early-stage startup. You'll be responsible for both day-to-day execution and setting the foundation for how customer-facing IT and support scale as the company grows.

Responsibilities

- Build and run the IT infrastructure that supports customer-facing products and services
- Own IT operations related to uptime, reliability, monitoring, and incident response
- Establish customer support systems, tools, and workflows (ticketing, escalation, SLAs)
- Partner closely with Engineering and Product on releases, deployments, and operational readiness
- Define and maintain security, access controls, and data protection practices impacting customers
- Manage vendors and service providers supporting customer operations
- Create runbooks, on-call processes, and incident communication practices
- Monitor performance and availability and drive continuous improvement
- Plan and execute IT scaling strategies as customer usage grows
- Hire and lead customer-facing IT and operations staff over time

Qualifications

- 10+ years of experience in IT operations, infrastructure, or internal IT
- Experience building or running IT in startups or small, fast-growing teams

- Strong hands-on background with:
    - Cloud-first IT environments (Google Workspace, Microsoft 365, SaaS tools)
    - Endpoint management, identity and access management, and networking
    - Security fundamentals and practical risk management
- Comfortable making tradeoffs and decisions with incomplete information
- Clear communicator who can work directly with founders and executives

Preferred

- Experience in very early-stage startups (Angel Round, pre-revenue)
- Exposure to SOC 2 or early compliance preparation
- Experience supporting remote-first or distributed teams

Compensation

- Equity-Based Role: Compensation is equity-first.
- Token Incentives: Potential token rewards pending regulatory approval.
- Salary Start: Salary begins when revenue and user-growth milestones are reached.
- Time Requirement: Minimum 20 hours/week.
- Perks: Remote work, flexible schedule, and access to internal programs and events.