

Internal IT Lead (San Francisco, California - IT)

As Ivo scales, we need someone to own how our team accesses tools, uses devices and stays productive and secure.

Role overview

- * Own identity and access management: design and administer Okta SSO, maintain least-privilege group assignments and run joiner/mover/leaver processes.
- * Manage our Mac fleet through Kandji, including enrollment, baseline configurations, patching and lifecycle management.
- * Design and improve onboarding so new hires receive devices and access on time; manage device inventory.
- * Own IT processes and workplace infrastructure: meeting rooms, video conferencing, office networks, printer setup and IT documentation.
- * Coordinate with facilities on office moves/renovations; maintain inventory of IT equipment.
- * Manage core SaaS tools: standardize usage, manage vendors, review new tool requests and control SaaS sprawl.
- * Partner with Security and Compliance on vendor due diligence, audits and incident response.
- * Track and report IT metrics to leadership; create documentation and playbooks; identify automation opportunities.
- * Plan and hire future IT and support roles.

Who you are

- * Proactive and resourceful; anticipate problems and make workflows better.
- * Great at supporting teammates with clear, friendly IT help.
- * Pragmatic with an automation-first mindset; collaborate across Security, Engineering, People, Finance and Legal.
- * Excited about building internal IT at a high-growth startup.

Benefits

- * Competitive compensation and equity; relocation and visa support; comprehensive medical/dental/vision; unlimited PTO; on-site perks.
- * In-person role in San Francisco.