



# HALO

## **VP, Infrastructure & Operations (Hybrid)**

[Chicago, IL](#) • Information Technology

### **Job Type**

Full-time

### **Description**

We are HALO! We build brand engagement for our over 60,000 clients globally and lead our \$25B industry through the dedication of over 2,000 team members across the United States.

HALO is looking for an experienced, hands-on leader that is highly ambitious, passionate, and detail oriented. This leader will come with significant experience in IT Infrastructure & Operations, all its facets. This position will be responsible for driving key initiatives to maintain and monitor highly available, secured, and performant enterprise systems. Provides strategic leadership in all matters relating to infrastructure while ensuring strong operational performance.

As VP of Infrastructure & Operations, you will be responsible for the planning, strategy and overall management and administration of IT operations and infrastructure functions. These functions will include hardware platforms, network and data center operations, desktop computing, help desk support, service coordination, network security, application support, system integration, security access management, personal productivity tools, and disaster recovery. You will also be responsible for establishing and managing relationships with all contracted vendors that supports IT Infrastructure.

A successful candidate will have an established background in developing cloud-based infrastructure, virtualization, security, corporate policies, client systems with a strong technical ability and excellent communication skills. This position will directly report into CIO.

HALO is committed to its hybrid workplace model and believes bringing teams together in-person on common days is essential to operate as One HALO. As part of this effort, we require employees that resides within a 30-mile radius of the Sterling, IL or Oakbrook, IL offices to work from these locations anywhere from 1-3x a week.

### **Key Responsibilities**

Strategy, Alignment & Execution:

- Influence and drive selection process of cloud hosted data technology capabilities, including, vendor/solution evaluation, Proof of Concepts, pilots, and support developing of the business cases.
- Lead the data infrastructure design, planning and execution of enterprise class, large transformational initiatives.
- Enable self-service of resilient and secure cloud data capabilities using infrastructure-as-code.

- Develops standards, best practices, and implementation patterns for deploying cloud data capabilities.
- Develop short and long-term product and service strategies in partnership with other engineering, business, and operations teams.
- Partner across technology and business to exceed the standards of availability, scalability, and performance.
- Develop short term and long-term roadmap for enterprise IT infrastructure & operations.
- Work with the business and other non-technical resources to provide financial guidance and forecasting based on technical requirements.

#### People, Process, Policies & Culture:

- Develop, maintain, and cultivate strong customer relationships at all levels, with special emphasis on leaders across various departments.
- Develop, influence, and evangelize emerging infrastructure technology trends to drive innovation, support business transformation and evolve culture.
- Develop and lead the operation team w/ emphasis on customer-satisfaction.
- Build strong customer / stakeholder relationships.
- Recruit, manage, and build a team of engineers.

#### "Bottom Up" Management:

##### Monitoring

- Drive continuous assessment of performance across software and hardware assets, in cloud and on-premise environment.
- Manage activities for systems & services in a 24/7 runtime environment, including driving investigations to determine root cause. Ensuring fast and effective critical incident management.
- Articulate industry trends and act as a technical/trusted advisor across enterprise business units, IT, and partners.
- Establish, manage, and maintain reporting & key performance indicators (KPIs), metrics.

##### Security & Compliance

- Partner with security & operations team to enforce ISO, PCI & Data Security Standards, and company policies.
- Regularly assess threats and vulnerabilities, risk and policy compliance across organization.

##### Licensing & Support

- Maintain and support software and hardware assets across organization.
- Create and maintain a refresh cycle of software and hardware assets.

##### Operational Execution

- Collaborate with other engineering teams to solve operations problems with minimal disruption to other business functions.

##### Vendor Management

- Interact & manage vendors, partners, and auditors.
- Oversee the Service/Contract/SLA for technology providers.

## Requirements

- Bachelor's degree in the field of Computer Science or Information Systems or equivalent thereof
- 15+ years' experience w/ increasing responsibility of Infrastructure Operations
- 15+ years' experience w/ Data Center infrastructure, virtualization, budgeting, security, vendor mgmt
- 10+ years' team leadership, supervisory or other management experience
- 10+ years' experience in infrastructure and operations
- 5+ years' experience in a high-availability 24/7 environment (cloud platforms are a plus)
- 5+ years' experience developing technology business cases with financial assessments, value drivers and execution capabilities
- 4+ years' demonstrated public Cloud Data capabilities and platform Infrastructure experience
- Expertise w/ production operations for cloud w/ AWS highly preferred
- Demonstrated experience developing and executing enterprise scale transformational strategies
- Expert ability to evaluate, prototype and recommend emerging Cloud data technologies
- Requires strong written and verbal communication and presentation skills

## Preferred Qualifications

- MS in a quantitative / technical field such as Engineering, Economics, Statistics a plus
- Preferred experience with acquisitions and impacts on IT

## More about HALO

HALO is the global leader in branded merchandise, uniform programs, and recognition and incentive solutions. We partner with our clients to break through the clutter of our media saturated world and connect their brands to customers, employees and other audiences critical to their success. As a team member you can expect a positive culture of ingenuity, inclusion, and relentless determination.

We also offer:

- **Career Advancement:** At HALO, we love promoting from within. Internal promotions is the key to our exponential growth in the last few years. With so many industry leaders at HALO, you'll have the opportunity to accelerate your career by learning from their experience, insights, and skills and gain access to HALO's influential global network, leadership experiences, and diverse thinking.
- **Culture:** We love working here and know that you will too. You can expect a positive culture of *ingenuity*, *inclusion*, and relentless *determination*. We push the limits of possibilities and imagination by staying curious, humble, and provocative in order to break through yesterday's limit. Diversity is the source of our creativity and we thrive when each of contributes to an inclusive culture of respect, dignity, and equity mindset in everything we do. We keep our promise for excellence with an unrelenting commitment to achieving results and supporting one another to stay accountable, transparent, and dependable.

- **Recognition:** You're going to succeed here, and you can count on us to celebrate your wins. Colleagues across the company will join in recognizing your big milestones and nominate you for awards. Over time, you'll earn so much recognition that you can convert into gift cards, trips, concerts, and merchandise at your favorite brands.
- **Flexibility:** We pride ourselves on flexible schedules that help you find a balance between professional and personal demands. We believe that supporting our customers is the priority and trust that you and your manager will find a schedule to achieve that priority.
- **Work with your favorite brands:** HALO clients include over 100 of the Fortune 500 as well as thousands of mid and small-size organizations. You'll be on teams that are focused on the future of our industry and bringing our customers fresh ideas that are first-in-the-world.
- **Stay well at HALO:** At HALO, we have benefits that support all parts of your life and to find a work-life balance custom to you. *We offer easily accessible mental healthcare for you and your family.* Our program focuses on behavioral health coaching, therapy and psychiatry, personalized skill development, and providing access to care for your dependents. In addition, we offer *nation-wide coverage* Medical, Dental, Vision, Life and Disability insurance, and additional Voluntary Benefits. Prepare your financial future with our 401K Retirement Savings Plan, Health Savings Account (HSA), and Flexible Spending Accounts (FSA).

HALO is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We insist on an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. Inclusion is a core value at HALO and we seek to recruit, develop and retain the most talented people.

*HALO is committed to working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation because of a disability for any part of the employment process – including the online application and/or overall selection process – you may email us at [hr@halo.com](mailto:hr@halo.com). This email is only to request an accommodation. Please direct any other general recruiting inquiries to our Careers page.*