



Position: Head of IT Infrastructure
Legal Entity: VEAC
Department: Technology
Location: New York, NY
Reporting to: Chief Technology Officer
FLSA Status: Exempt

Summary: The Head of IT Infrastructure will lead the design, implementation, and maintenance of infrastructure solutions globally. This role will ensure the seamless operation and scalability of our global technology systems, with a strong focus on cloud computing and artificial intelligence integration. The position requires close collaboration with business leaders to align technology initiatives with business goals.

Essential Duties and Responsibilities:

Includes the following, other duties may be assigned as needed:

- **Strategic Leadership:** Review and set the global technology infrastructure strategy in alignment with the firm's overall business objectives.
- **Infrastructure Management:**
 - **Design and Implementation:** Oversee the design and implementation of the firm's global technology infrastructure, ensuring it meets the needs of the business and supports growth.
 - **Maintenance and Monitoring:** Ensure ongoing maintenance and proactive monitoring of all infrastructure components to guarantee optimal performance and minimal downtime.
 - **Network Management:** Supervise the configuration, management, and troubleshooting of the firm's global network infrastructure, including LAN/WAN, wireless networks, and VPNs.
 - **Virtual Data Centers and Servers:** Manage virtual data centers, ensuring efficient and secure operations, including server setup, storage solutions, and backup systems.
 - **Infrastructure Upgrades:** Plan and execute regular upgrades and enhancements to the infrastructure to ensure it remains current with industry standards and capable of supporting new technologies.
 - **Automation:** Implement automation tools and scripts to streamline operations, reduce manual effort, and enhance reliability.
 - **Performance Optimization:** Continuously assess and optimize the performance of infrastructure components to ensure high availability and efficiency.
- **Cloud Integration:** Review and optimize cloud-based solutions, ensuring high availability, scalability, and security across all regions.
 - **Cloud Architecture:** Design and oversee the cloud architecture to ensure it supports current and future business needs. Ensure seamless integration of cloud technologies with existing systems and processes. Manage cloud migration projects, ensuring minimal disruption to business operations.
 - **Cloud Security:** Ensure robust security measures are in place for all cloud-based services to protect sensitive data and comply with regulatory requirements.



- **Artificial Intelligence:** Implement and integrate AI solutions to enhance operational efficiency and decision-making processes.
 - **AI Strategy:** Drive the development and implementation of AI initiative across various departments. Stay abreast of emerging AI trends and technologies to maintain a competitive edge.
 - **AI Systems:** Oversee the deployment and maintenance of AI systems, ensuring they deliver actionable insights and improvements.

- **Team Leadership:** Lead and manage a team of network engineers and service desk technicians, fostering a culture of innovation and continuous improvement.
 - **Team Development:** Invest in the professional development of team members, providing training and growth opportunities.
 - **Performance Management:** Conduct regular performance reviews and provide constructive feedback to team members.
 - **Resource Allocation:** Efficiently allocate team resources to ensure the successful completion of projects and support tasks.

- **Business Collaboration:**
 - **Stakeholder Engagement:** Work closely with business leaders and users across departments to understand their needs and ensure technology infrastructure supports and enhances business operations.
 - **Solution Design:** Collaborate with business leaders to design and implement technology solutions that address their specific needs and challenges.
 - **Project Management:** Oversee the planning and execution of infrastructure projects, ensuring they are delivered on time, within scope, and within budget.
 - **Change Management:** Manage the impact of technology changes on business operations, ensuring smooth transitions and minimal disruption.
 - **Continuous Improvement:** Foster a culture of continuous improvement by soliciting feedback from business leaders and users and making necessary adjustments to technology infrastructure.

- **Vendor Management:** Manage relationships with technology vendors and service providers globally, ensuring cost-effective and high-quality service delivery.
 - **Contract Negotiation:** Negotiate contracts with vendors to ensure favorable terms and conditions.
 - **Vendor Performance:** Monitor and evaluate vendor performance to ensure compliance with service level agreements.
 - **Cost Management:** Manage vendor-related costs and identify opportunities for cost savings.

- **Security and Compliance:** Ensure all technology infrastructure adheres to industry standards, regulatory requirements, and best practices for security and data protection.
 - **Audits:** Conduct regular audits and assessments to identify and address potential vulnerabilities.
 - **Security Policies:** Develop and enforce comprehensive security policies and procedures.
 - **Incident Response:** Establish and maintain an incident response plan to quickly address and mitigate security breaches.



- **Budget Management:** Develop and manage the technology infrastructure budget, ensuring efficient allocation of resources in conjunction with business leaders.
 - **Budget Planning:** Develop detailed budget plans that align with strategic goals and business needs.
 - **Cost Control:** Monitor expenditures and implement cost-control measures to stay within budget.
- **Key Performance Indicators:** Define, monitor, and report on KPIs to measure the performance and effectiveness of the IT infrastructure.
 - Continuously improve KPIs by identifying areas of improvement and implementing necessary changes.
 - Use KPIs to drive strategic decisions and improvements in IT infrastructure.
- **Disaster Recovery and Business Continuity:** Partner with BCP Chair and CTO to develop, implement, and maintain disaster recovery and business continuity plans to minimize downtime and data loss globally.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Supervisory Responsibilities

This job has supervisory and leadership responsibilities.

Education and/or Experience

- Bachelor's degree in Information Technology, Computer Science, or a related field;
- Minimum of 10 years of experience in IT infrastructure management, with a focus on infrastructure, cloud transformation, cloud technologies, VDI, and AI.
- Experience leading and managing global teams of engineers and help desk technicians.
- Proven track record of successfully leading and implementing cloud transformation projects.
- Strong understanding of cloud platforms (e.g., AWS, Azure, Google Cloud) and architecture.
- Experience with AI technologies and applications in a business context.
- Expertise in VDI solutions and remote work technologies.
- Excellent leadership and team management skills.
- Strong project management and organizational skills.
- Excellent communication and stakeholder management skills.
- Ability to work closely with business leaders across departments to understand their needs and align technology infrastructure accordingly.
- Ability to think strategically and drive innovation.

Preferred Attributes:

- Strong analytical and problem-solving abilities.
- Ability to work in a fast-paced, dynamic environment.
- Commitment to staying current with emerging technologies and industry trends.

Compensation:

If this position will be performed in whole or in part in New York City, the base salary range is \$200,000 to \$230,000. Individual salaries may vary based on different factors including but not limited to, skills, experience, job-related



knowledge, and location. Base salary does not include other forms of compensation or benefits offered in connection with this position.

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