



WHO: VICE PRESIDENT, INFORMATION TECHNOLOGY

REPORTS TO: CHIEF FINANCIAL OFFICER

DIRECT REPORTS: DIRECTOR, IT

STATUS: EXEMPT

POSITION SUMMARY

The Vice President, Information Technology role will lead the Food Hall Company IT department. Responsibilities include, but are not limited to partnering with Food Hall Company leadership and advisors in creating the technology roadmap, participating in openings/development, creation/support of systems, designing/communicating technology standards, and being liaison with Front Burner Restaurants Operations and vendors. Furthermore, this individual is responsible for working with vendors on the support and maintenance of the designated environment within the Food Hall Company organization. The Vice President, Information Technology will lead the technical service, training, communication, and documentation of such applications in a centralized corporate IT environment.

ESSENTIAL FUNCTIONS

- Effectively manage the day-to-day operation of Food Hall Company Information Technology department.
- Develop and execute technology vision consistent with products being delivered.
- Design a comprehensive information architecture covering all aspects of the corporate and restaurant network, infrastructure and applications including design, security and implementation.
 - Ensure infrastructure hardware/software applications operate properly and meet the overall needs of Food Hall Company.
- Develop enterprise-wide customer data strategy across all guest touchpoints to ensure we capture data on our guests, build comprehensive profiles and are able to leverage data for trends, insights, segmentation, targeted marketing and loyalty.
 - Tie together data from all customer-facing hardware and software systems including: WiFi, POS system, Hall mobile app, delivery apps, ticketing apps, and marketing technology [email, website, social, reviews, guest surveys, etc.]
 - Ensure appropriate data access, reporting, and analysis capabilities.
 - Ensure data integrity and security.
- Develop, document, and execute IT Disaster Recovery and Business Continuity Plans in coordination with Sr. Management.
- Establish and lead the following processes and standards:
 - IT Customer Support.
 - Data collection and security
 - Information Security.
 - Regulatory compliance including, but not limited to PCI DSS.
 - IT Customer Communications.



- IT Business Change Management.
- User administration.
- Disaster recovery/ Business Continuity.
- System administration.
- Network Administration.
- Effectively manage the day-to-day operation of the Food Hall Company and effectively work with Front Burner Restaurants Support Desk. Ensure team responds in a timely and efficient manner to help desk issues and change requests.
- Work with senior management to ensure adequate software and hardware support contracts are in place.
- Maintain effective partnerships across the organization, and be able to influence management, peers and project staff through an inclusive style, leadership ability.
- Manage projects within reasonable timeframes and budgets.
- Participate in restaurant openings by working with both corporate and property staff.
- Research, test, and manage vendor relationships and ensure compliance with standards.
- Continually seek ways to leverage technology to improve organizational efficiencies.
- Review existing technology choices regularly to ensure they still meet the requirements of the company and properties.
- Proactively research and locate necessary tools and processes to identify troublesome trends as they develop.
- Communicate regularly with CFO or designee on overall health of Information Technology area.

NONESSENTIAL FUNCTIONS

- Shares acquired skills with team members through formal and informal channels.
- Proactively initiates, develops, and maintains effective working relationships with team members.
- Assumes additional responsibility without being asked.
- Promotes active listening with team members and end users.
- Continue to maintain a positive attitude when working with both members of IT and outside departments.
- Work as a team, helping management and peers deliver high quality customer service.

REQUIREMENTS

MINIMUM

- University degree in Computer Science or Business Administration required; OR, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.
- 7+ years of successful IT management experience.
- 5+ years of experience leading technology for a brand which manages the restaurant operations;
- 5+ years of experience with new restaurant openings.
- Solid analytical and problem-solving skills.



- Strong mentoring skills for teamwork.
- Excellent communication skills.
- Strong project management skills.
- Ability to motivate team members to apply skills and techniques to solve dynamic problems.
- Willingness to travel as deemed necessary by the requirements of the position.
- Willingness to work evenings, weekends, and holidays as needed.

TECHNICAL SKILLS

- Excellent technical knowledge of technology disciplines and how systems integrate with multiple environments and other systems.
- Experience managing network and security in a corporate IT environment.
- Experience managing enterprise systems in a corporate IT environment.
- Experience creating and issuing standards and policy in a corporate IT environment.
- Excellent working knowledge of restaurant systems, including but not limited to point of sale (hardware and software), network, inventory, labor, payment systems, and guest-facing technology.