

The Ultimate
**Vice President of
IT Infrastructure**
Job Description

By



Introduction

IT infrastructure leaders of the past were the “plumbers” of the organization, responsible for managing the networks and servers that keep systems up and running. But since the advent of cloud technologies, the role of the infrastructure leader has been changing drastically.

Today’s infrastructure leaders are innovators who utilize DevOps, software defined networking, and Infrastructure-as-a-Service (IaaS) in pursuit of a flexible, adaptable, and cost-effective technology portfolio. The infrastructure leaders that companies require in the digital era are also change management experts who can overcome the many cultural challenges that arise on the journey to the cloud.

The executive search team at Heller Search has created ***The Ultimate VP of IT Infrastructure Job Description*** template to help CIOs and their HR and talent acquisition partners produce a profile of an innovative professional who possesses the technical, innovation and leadership skills to lead infrastructure and operations in today’s enterprise. It is our hope that this resource will help you define and attract the best and brightest IT infrastructure leaders available in the talent market.



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Conventions used in this document:

- ✓ Indicates an item that applies to most VP of IT Infrastructure positions.
- In consultation with the hiring committee and your external recruiting partner, consider whether this item applies to your infrastructure leader position. Delete those that do not apply, or edit to suit.
- ✓ _____ Use this space to add to the list based on specifics of your company, your culture and the goals of the business.

Bracketed text (e.g. [Abcd]) is a prompt to replace the text with your information.

Italicized text are annotations for the benefit of the template user, meant to be deleted from the final job description.



To use this as a template to create your custom VP of IT Infrastructure job description, click here to download an edit-ready Microsoft Word version of this document.

I. POSITION TITLE

In this section, enter the complete title you are using for the position. While 'Vice President of IT Infrastructure' is the job title often used by our executive search clients, we have seen and worked with several other titles that indicate the most senior person in the infrastructure and operations function, with the same responsibilities.

For example:

- Vice President of IT Infrastructure
- Vice President of Infrastructure Services
- Director, (IT) Infrastructure and Operations
- Senior Vice President, Global IT Infrastructure & Operations

II. ABOUT THE COMPANY

Provide a brief overview of the company and a website link. Boilerplate copy from your website or a press release may offer a good start, however we recommend that you tailor this language to suit your target audience.

Suggested contents for this section:



- ✓ Full name of the company
- ✓ Headquarters physical address
- ☐ Primary locations
- ✓ Company logo
- ✓ Website address
- ✓ Company description
- ☐ Mission or values statement
- ☐ Notable brands and major milestones
- ✓ Annual revenues or a comparable metric
- ☐ Number of total employees

III. ABOUT THE HIRING MANAGER

Provide a short introduction to the executive that your VP of IT Infrastructure will report to.

Suggested contents for this section:



- ✓ Name
- ✓ Full job title
- ✓ Year they joined the company
- ☐ If promoted, their previous roles at the company
- ✓ Notable roles before joining the company
- ✓ Brief professional bio
- ☐ Headshot photograph

IV. POSITION SUMMARY

This section is the executive summary of the VP of IT Infrastructure position. This should be a relatively short summary as later sections will provide all of the detail.

For example:

[Company] is conducting a search for an experienced and highly qualified [job title] who will be responsible for delivering high quality, reliable IT infrastructure and operations to the company. This position is operationally responsible for ensuring the global availability, integrity, and scalability for all IT systems and infrastructure.

This is a key leadership position who will direct the teams in charge of cloud services, unified communications, network services, data center operations, servers and storage platforms, service monitoring, and help desk. This role also works closely with the CIO and peer IT leaders, including enterprise architecture, information security and application development, to design and execute on the company's technology roadmap. The [job title] is a forward-looking technology leader who can develop an infrastructure strategy and drive through to execution and support.

As a member of the IT senior leadership team, and reporting to the CIO, the [job title] is an influential role, making investment and priority trade-off decisions, negotiating and managing vendor contracts, and recruiting, retaining, and developing high performing teams. The [job title] will provide vision and leadership to a team that includes [headcount #] full-time employees.

V. KEY RESPONSIBILITIES

This section lists the major areas for which your infrastructure leader will be responsible.

- ✓ Accountable for a high-performing computing infrastructure companywide. This includes, but is not limited to, planning and management of computer operations and production support, systems and database administration, release management, business continuity, network operations, telecom, cloud services, help desk, and field support.
- ✓ Collaborate with the CIO and Chief Enterprise Architect to develop strategic and tactical solution plans for IT, especially [Company]'s future technology infrastructure.
- ✓ Conduct strategic and tactical level planning in partnership with peers in IT to develop technical roadmap, and ensure delivery of supportable technology solutions that meet business needs.
- ✓ Partner with the CIO and IT Leadership Team to build and modernize the organizational structure and business processes to support our growth in an increasingly digital world.
- ✓ Manage the evaluation and adoption of emerging technologies including cloud, software defined networking, high performance computing, continuous delivery and the latest collaboration technologies.
- ✓ Ensure cost-effective design, development, integration, implementation, testing, and maintenance of new services, equipment and systems in support of business objectives and requirements.

- ✓ Develop and lead a high performing infrastructure engineering and operations team to ensure the reliable delivery of IT services and operations.
- Build strong links between development and operations to create multidisciplinary teams that work together (remove silos).
- ✓ Drive a collaborative culture that values technical depth, accountability, and customer service.
- ✓ Establish, maintain and execute operations procedures that leverage efficiencies and best practices.
- ✓ Oversee service management activities including change and release management, testing, quality assurance and end-to-end technical integration.
- ✓ Oversee the direction of infrastructure investments in collaboration with team members, the CIO, senior management, and partners.
- Oversee cybersecurity protections on all IT infrastructure resources according to policies and standards established by the information security function/CISO.
- ✓ Drive the delivery of major technology and infrastructure projects and service management improvements, ensuring that quality, productivity, and ROI goals are achieved.
- ✓ Implement and maintain controls and monitoring procedures to ensure availability of critical systems, and minimal service interruptions.
- Develop a vendor management process, for products and services, that delivers utilization optimization, a best-fit vendor mix, and demonstrable savings.
- _____
- _____

VI. QUALIFICATIONS

This section lists the knowledge, career experience, skills, and educational background required to succeed as your senior infrastructure and operations leader.

Knowledge and Experience

- ✓ A minimum of 10 years of experience in technology leadership positions with an emphasis on infrastructure services.
- ✓ Substantial experience leading, directing and controlling a complex, highly technical operation or organization.
- ✓ Experience migrating IT infrastructure into a cloud environment.
- ✓ Knowledge of business concepts, and an understanding of the links between major business processes, products, systems, and networks.
- ✓ Demonstrated knowledge of current and emerging technologies and the ability to apply those technologies to business needs.
- ✓ A track record of working collaboratively and productively with business partners.

Deep knowledge of:

- | | |
|---|---|
| ✓ infrastructure | <input type="checkbox"/> application and infrastructure monitoring |
| ✓ DevOps | <input type="checkbox"/> virtualization |
| <input type="checkbox"/> system architecture | <input type="checkbox"/> database and data center technology |
| <input type="checkbox"/> technology life cycle management | <input type="checkbox"/> business continuity |
| <input type="checkbox"/> cloud computing and cloud operations | <input type="checkbox"/> disaster recovery |
| <input type="checkbox"/> IaaS (public and private cloud) | <input type="checkbox"/> high-availability |
| <input type="checkbox"/> CaaS (Containers-as-a-Service) | <input type="checkbox"/> scalability |
| <input type="checkbox"/> PaaS (Platform-as-a-Service) | <input type="checkbox"/> continuous integration/delivery |
| <input type="checkbox"/> networking | <input type="checkbox"/> unified communications |
| <input type="checkbox"/> storage | <input type="checkbox"/> automated software-based infrastructure management |
| <input type="checkbox"/> infrastructure and technology-based security practices | |

☐ _____

☐ _____

Skills:

- ✓ Demonstrated administrative, financial, project management and vendor management skills.
- ✓ Visible leadership skills and executive presence; can motivate individuals and teams to achieve program and project objectives.
- ✓ Able to attract, develop and retain talent and build high performing infrastructure and operations teams.
- ✓ Ability to establish, implement, and enforce appropriate IT standards and metrics to meet business requirements.
- ✓ A critical thinker: analytical, and focused on continuous improvement.
- ✓ Sets and communicates priorities effectively; able to manage multiple tasks and priorities.
- ✓ A team-player able to support the broader enterprise while delivering upon specific project/line of business requirements.
- ✓ Exceptional ability to lead change using positive and collaborative methods; removes barriers, acts with a sense of urgency, and leads by example.
- ✓ Exceptional service orientation.
- ✓ Vendor negotiations and management.
- ✓ Excellent written and verbal communication skills; able to explain technology solutions to in business terms; an effective listener and communicator.

✓ Keen attention to detail.

✓ Superior analytical, evaluative, and problem-solving abilities; a strategic thinker

☐ _____

☐ _____

Education:

✓ Undergraduate degree in computer science, mathematics, engineering, or a related field.

☐ An MS, MBA or related advanced degree is a plus.

☐ _____

VII. LOCATION AND TRAVEL REQUIREMENTS

The city where the VP of IT Infrastructure will be located, and a short description of the amount and nature of business travel. For example:

The [job title] will work from [Company] headquarters in [city], [state] and is expected to travel approximately [X] percent of the time, mostly to our U.S. locations (with international travel expected approximately [Y] times per year).

VIII. WHY THIS OPPORTUNITY IS COMPELLING

This is your opportunity to sell the company and your VP of IT Infrastructure position to potential candidates. Imagine that you have a “rock star” candidate sitting in your office who you think could be your perfect hire – what would you tell her about the position, the company, and your culture to pique her interest? For example:

The [job title] at [Company] will:

- ✓ Join an organization that views technology as a strategic asset and competitive differentiator.
- ✓ Build (or expand) a world-class infrastructure team.
- Design an adaptable, flexible, cloud-enabled infrastructure that is a strategic asset to the company.
- ✓ Be part of a company that values personal purpose, operational excellence and business results.
- ✓ Report to a visionary and highly respected CIO.
- ✓ Join a culture of collegiality, transparency, and respect [or insert 2-3 company values].
- Have career advancement opportunity: the [job title] is on the CIO succession plan.
- _____

IX. INTERVIEW PROCESS

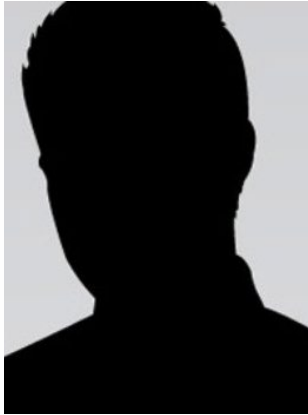
Provide interested candidates with a high-level summary of the major stages in the interviewing and hiring process.

- ☐ Initial phone screen with HR representative [or executive search partner]
- ☐ Candidate presentation to the hiring committee by executive search partner.
- ✓ Interview with hiring committee member by phone.
- ✓ First round of face-to-face interviews.
- ✓ Second round of interviews.
- ✓ Background and reference checks.
- ✓ _____
- ✓ Offer and acceptance
- ☐ Drug screen
- ✓ Start

X. CONTACT INFORMATION

Provide the contact details for the person or people on the hiring committee, or for your executive search partner, for interested candidates to get in touch with to learn more about the position, and submit their resumes. For example:

Qualified candidates should contact:



- ✓ Name
- ✓ Job title
- ✓ Company (may be name of executive search partner firm)
- ✓ E-mail address
- ✓ Office telephone number
- ☐ Cell phone number
- ☐ Headshot photograph

XI. ADDITIONAL RESOURCES

- An MS Word version of The Ultimate VP of Infrastructure Job Description, ready for your edits [Download](#)
- 4 criteria to attract top IT talent [Read](#)
- A DevOps primer for IT recruiters [Read](#)
- More Ultimate IT Job Description template and resources from Heller Search [View](#)

XII. ABOUT HELLER SEARCH

Heller Search Associates is a retained executive search firm specializing in Chief Information Officers (CIO), Chief Technology Officers (CTO), Chief Information Security Officers (CISO), and VP- and Director-level leaders in infrastructure, application development, digital, data and BRM. Our clients include Fortune 500s, as well as mid-market companies, higher education, non-profits, small businesses and high tech startups. Heller Search is a Certified Women-Owned Business Enterprise.

Heller Search Associates, Inc.
33 Lyman Street
Westborough, MA 01581
(508) 366-7005
www.hellersearch.com

