WRAY EXECUTIVE SEARCH

TITLE OF JOB: Vice President Restaurant Technology

LOCATION: Southern California

SUMMARY:

A growing restaurant organization focused on delivering exceptional guest experiences through operational excellence and smart use of technology is seeking a Vice President of Restaurant Technology. As the business scales, technology plays a critical role in enabling consistency, profitability, and speed across our restaurants. We are seeking a Vice President of Technology with deep restaurant systems expertise to lead, optimize, and evolve the technology ecosystem that powers our field operations.

The Vice President of Technology will serve as the senior leader responsible for all restaurant-facing technology and systems, ensuring tools are intuitive, integrated, reliable, and aligned with how restaurants actually operate.
This role is highly cross-functional and operator-focused. The ideal candidate has lived in restaurant systems; POS, labor, payroll, inventory, accounting, delivery, loyalty and understands how technology directly impacts margins, team productivity, and guest experience. While this role will oversee broader IT considerations, the primary focus is restaurant technology strategy, execution, and continuous improvement.

RESPONSIBILITIES:

Restaurant Systems & Integrations

Oversee the selection, implementation, optimization, and integration of restaurant platforms, including:

- **POS & Ordering Systems:** Toast, Aloha, Micros, Square, Revel; online ordering, kiosks, QR-based ordering.
- **Labor, Payroll & HR Systems:** ADP, Paycom, UKG, Paychex, time & attendance platforms.
- **Back Office & Accounting:** Sage Intacct, QuickBooks, and multi-unit restaurant back-office systems.
- **Scheduling & Labor Optimization:** 7shifts, HotSchedules, and similar tools.
- **Inventory, Recipe & Costing:** Restaurant365, MarginEdge, CrunchTime, or equivalent.
- **Delivery & Aggregators:** Uber Eats, DoorDash, Grubhub, Olo, and middleware platforms.
- **Reservations, Loyalty & CRM:** OpenTable, SevenRooms, Resy, loyalty apps, and guest engagement platforms.

Ensure seamless data flow and integration across systems to enable:

- Accurate financial reporting
- Labor and inventory optimization
- Real-time operational visibility

Operational Enablement & Field Support

- Ensure technology simplifies, not complicates, restaurant execution.
- Lead system rollouts, upgrades, and changes with a strong focus on training, adoption, and usability.
- Develop playbooks, documentation, and support models that empower operators and reduce friction.
- Act as a trusted partner to field leadership when diagnosing performance issues tied to systems or data.

Data, Reporting & Analytics

- Build and refine dashboards and reports that provide actionable insights for operators and executives.

DRAFT

- Support labor modeling, menu analysis, delivery performance, and unit-level profitability.
- Translate data into clear recommendations that drive margin improvement and operational consistency.

Digital & Guest-Facing Technology

- Oversee restaurant-facing digital touchpoints in partnership with Marketing:
  - Online ordering
  - Website integrations
  - Loyalty and CRM platforms
- Ensure accuracy, uptime, and consistency across guest-facing systems and third-party marketplaces.

QUALIFICATIONS & EXPERIENCE:

- Proven experience in **senior IT leadership** roles within the restaurant, hospitality, retail, or multi-unit franchise environment.
- Demonstrated hands-on experience with **restaurant technology ecosystems**, including POS, payroll/HR systems (ADP, Paycom), accounting/ERP (Sage, etc.), delivery integrations, reservation platforms, and back-office tools.
- Enterprise systems management and integration (APIs, web services, middleware).
- Strong background in software development: JavaScript (React, Angular), Java, C#, Python, PHP; experience with APIs and application integration.
- Expertise in cybersecurity standards, including PCI compliance, network security protocols (VPNs, firewalls), and NIST-aligned risk management.
- Familiarity with database management systems (Microsoft SQL Server, Oracle, MongoDB) and experience in data warehousing and ETL processes.
- Skilled in project management methodologies such as Agile; capable of leading large-scale IT and restaurant systems projects from inception to completion.
- Excellent leadership abilities with a track record of managing cross-disciplinary and remote teams; strong communication skills for non-technical stakeholders.
- Bachelor's degree in Computer Science, Information Technology, or related field; advanced certifications preferred (e.g., CISSP, CISM, PMP, AWS/Azure certifications).

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

Name: Ray Kelley

Direct: (828) 318-9010

E-mail: ray@wraysearch.com

Name: Kevin Stockslager

Direct: (845) 863-5562

E-mail: kevin@wraysearch.com

Wray Executive Search shall provide equal employment opportunity to all qualified candidates, and will refer candidates without regard to race, color, religion, national origin, sex, age, disability, veteran candidates without regard to race, color, religion, national origin, sex, age, disability, veteran status or any other legally protected basis. Wray Executive Search shall comply with all applicable laws, rules and regulations in the performance of duties pursuant to this Agreement, including but not limited to, Title VII of the Civil Rights Act, the Age Discrimination in Employment Act, the Americans with Disabilities Act, and state and local anti-discrimination laws to the extent applicable.