

CHAZ CHAMBERLAIN

Head of IT | Identity & Endpoint Architecture | IT Operations & Service Delivery | macOS & Windows
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SUMMARY

Head of IT with 20 years of progressive experience building structured, scalable IT foundations for growing organizations — from Fortune 500 environments to a fast-scaling startup and now a leading digital media company. Specializes in transforming fragmented environments into secure, operationally mature systems, aligning identity, endpoints, SaaS, and security into a cohesive model that supports growth. Track record includes 99%+ user satisfaction, \$1.4M+ in SaaS spend reduction through vendor rationalization, automated device lifecycle management across macOS and Windows, and identity-first security models built on MFA, conditional access, and zero-touch provisioning. Equally comfortable setting enterprise IT strategy and working hands-on in endpoint architecture, MDM design, and identity governance.

CORE COMPETENCIES

- IT Strategy & Leadership
- Corporate Separation / M&A; IT Planning
- Service Desk Leadership & SLAs
- Budget & Cost Management
- Identity & Access Management (Okta, Entra ID, SSO/MFA)
- Vendor & SaaS Rationalization
- Zero-Touch Deployment & Automation
- Team Development & Mentorship
- UEM/MDM Platforms (Jamf, Kandji, Intune, Workspace ONE)
- Security & Compliance (SOC 2, CrowdStrike)
- Hardware Lifecycle & Asset Management
- Network & Infrastructure Operations

PROFESSIONAL EXPERIENCE

Vox Media | Head of Information Technology

New York, NY | Dec 2024 – Present

- Own the end-to-end IT function for a ~600-person digital media organization — endpoint management, identity and access, network, SaaS portfolio, security policy, and service delivery — reporting to the COO.
- Lead IT strategy for a corporate carve-out separating Vox Media into two entities: defining the separation approach for identity (Okta, Google Workspace), device management (Apple Business Manager, MDM), and vendor contracts, and advising executive leadership on options, risk, and sequencing.
- Lead and develop a 3-person IT team, setting the vision and standards for service delivery, automation, self-service, and proactive issue resolution across the organization.
- Saved \$450K in SaaS spend year-to-date in 2026 through vendor and license rationalization, evaluating collaboration, service-desk, and AI-enabled platforms against cost, security, and operational fit to cut tool sprawl.
- Set and enforce IT security and operational policy across identity, endpoints, and network, maintaining a resilient, high-performing environment.
- Architect scalable IT support frameworks that reduce downtime, improve the employee technology experience, and position IT as a strategic partner to the business rather than a reactive support function.

Independent Consultant | Infrastructure & Mobility Consultant

New Jersey | Nov 2023 – Dec 2024

- Delivered MDM/UEM consulting (Jamf Pro, Intune) to small and mid-sized businesses across multiple industries, ensuring secure, compliant management of Apple and Windows fleets.
- Completed server racking, network hardware configuration, and storage optimization projects across Windows and Linux environments, along with hardware upgrades and end-user training on new platforms.

Apprentice.io | Director of IT

Remote | Sep 2021 – Nov 2023

- Managed IT operations for 3,000+ Apple, Android, and Windows devices, achieving 100% security compliance and 99% end-user satisfaction through zero-touch deployment and streamlined service delivery; reduced ticket resolution times by 20%.
- Saved \$1M annually by leading a comprehensive audit and rationalization of SaaS applications, including Okta and Google Workspace.
- Implemented SOC 2-compliant security policies and secured all endpoints with CrowdStrike, reducing vulnerabilities by 40%; rolled out MFA across SaaS platforms, lowering unauthorized access attempts by 25%.

- Built an automated onboarding process that cut new-hire setup time by 50%, improving first-day productivity for a remote workforce.
- Oversaw the MSP relationship for servers, networks, and cybersecurity, ensuring consistent monitoring, support, and data recovery.
- Designed real-time IT dashboards for device health, network performance, and security threats, enabling data-driven decisions for executive leadership.

ITV America | IT Manager

New York, NY | Mar 2018 – Sep 2021

- Managed IT operations for 300+ devices and oversaw a full MSP engagement with two direct reports, owning end-to-end service delivery, vendor management, and network integrity.
- Deployed MDM solutions that drove a 20% increase in operational efficiency.
- Cut recovery times by 50% for critical production media through strategic backup protocols.
- Reduced IT ticket backlog by 30% within six months by restructuring the service desk and introducing new SLAs.

Medidata (Dassault Systèmes) | Senior Desktop IT Lead

New York, NY | Mar 2016 – Mar 2018

- Managed the full asset lifecycle for 2,500+ hardware and software items, building vendor partnerships that improved performance and reduced costs by 15%.
- Led carrier procurement and contract negotiations, saving \$100K annually.
- Directed IT support for C-level executives, ensuring flawless execution of quarterly earnings calls, board meetings, and off-sites.
- Led IT onboarding for new hires and contractors and company-wide macOS deployments via Jamf with 100% security compliance.

RMS (Moody's) | Global Service Desk Engineer

Hoboken, NJ | May 2014 – Mar 2016

- Delivered a 95% first-contact resolution rate and managed global user accounts with 99% provisioning accuracy.
- Led company-wide macOS deployments using Jamf, achieving 100% security compliance.
- Authored user-facing IT documentation that cut training time by 40% and improved system adoption.

Earlier Career

Desktop Engineer, Interpublic Group (IPG), 2011–2014 • Helpdesk Analyst, National Basketball Association, 2010–2011 • Desktop Support Analyst, Whole Foods Market, 2006–2010

TECHNICAL SKILLS

Identity & Security: Okta, Microsoft Entra ID / Azure AD, Active Directory, SSO, MFA, Conditional Access, CrowdStrike, Endpoint Security, Network Security, Firewalls, SOC 2

Endpoint & MDM: Jamf, Kandji, Intune, Workspace ONE, Apple Business Manager, macOS, iOS, Windows, Android, Linux

Platforms & Infrastructure: Microsoft 365, Google Workspace, SharePoint, Microsoft Teams, VMware ESXi, Azure, Crestron

Operations & Tooling: ITIL, Agile, Jira / Atlassian Suite, Zendesk, PowerShell, Python, Bash

EDUCATION

Middlesex County College, Edison, NJ — Computer Science