



John "Jack" O'Brien

November 12, 1951 - April 22, 2022

John (Jack) Joseph O'Brien II passed away on April 22, 2022 following a month-long illness in the VA Hospital.

Born in Holyoke, MA on November 12, 1951, Jack was the son of the late Rev. Mr. John P. O'Brien and Claire Provost O'Brien. He graduated from Holyoke High School before enlisting in the U.S. Army. There, he joined the Intelligence Division after studying at the Army Intelligence School. Jack served a 12-month tour of duty in Vietnam, first with the II Field Force 219 MI Detachment at Plantation, Long Binh, then later with the J-2 Combined Intelligence Center in Saigon.

After his tour in Vietnam was complete, he was transferred to XVIII Airborne Corps, Ft. Bragg, NC for his last two years in the Army. While at Ft. Bragg, Jack earned base-wide Soldier of the Quarter and, subsequently, Soldier of the Year.

Upon completing his service with the Army in 1973, Jack returned to Massachusetts with his wife of the time, Donna Jecker O'Brien and his baby daughter, Bridget. Jack attended the University of Massachusetts at Amherst, where he earned a B.A. degree in History/Political Science. He simultaneously worked a variety of jobs to help support his family.

One of those jobs led Jack to a long and highly successful career in the electronic alarm/security industry.

Jack was a man who took his work and family responsibilities very seriously. Over his 40-year career, he worked for a variety of prestigious companies, including Wells Fargo Alarm Services, ADT Security, Rollins Protective Services, SecurityLink from AmeriTech, Siemens Security Services, Security Networks, where he was vice president, and Ackerman Security, where he was Chief Operating Officer. After leaving Ackerman in 2018, Jack continued consulting and was a founding member of the Global Life Safety Alliance.

Jack was known for his empathetic fearlessness in confronting problems and handling crises. He was an outstanding leader and a man of integrity who cared deeply about the people who worked for him. One of his greatest satisfactions was mentoring and developing people in his organization.

Jack was passionate about cooking and looked for any excuse to cook anything for anyone at any time. He was an avid reader and researcher on a wide variety of subjects, but especially history and science. He especially loved learning about the awesome mystery of the universe. He was also an aficionado of military history and biographies.

Jack loved to travel, immersing himself in the diverse cultures of the world while visiting places as far-ranging as Cairo to Cape Town, Rio de Janeiro to Rome. Along the way, he met and fell in love with Heidi (Beitner) O'Brien who would become his best friend, wife, and soul-mate in raising two beautiful (twin) children.

Above all, Jack loved his family. He was a devoted husband and father who adored his children and grandchildren. He was loving, empathetic, giving, and infinitely patient with those he loved. He was a devoted uncle who always celebrated special occasions and made everyone feel as if they were the center of the universe. He was a dedicated and loyal brother who always stood by his siblings (certainly no one messed with his baby sister). He was the best husband on earth.

Jack's memory will be forever cherished by his adoring children, Bridget Criscuolo, Holly and John (Jackie) O'Brien, his grandchildren, Furia and Jarek Criscuolo, his brothers, Robert J. O'Brien, MD and Jake (Jimmy) O'Brien, his sister, Mary Rose O'Brien-Bernini, and all the members of the extended O'Brien clan. He will be dearly missed, most of all, by his adoring wife, Heidi, who, in Jack, found the love of her life.

Gathering & Memorial Service will be held at Palms West Funeral Home on June 13, 2022 at 10:00AM, 110 Business Park Way, Royal Palm Beach, FL 33411

Interment will take place at South Florida National Cemetery at 1:00 p.m., 6501 S. State Road 7, Lake Worth, FL 33449

In lieu of flowers, donations may be made to the Gary Sinise Foundation: <https://www.garysinisefoundation.org/>

Cemetery Details

South Florida National Cemetery

6501 S. State Road 7
Lake Worth, FL 33449
<http://www.cem.va.gov/cems/nchp/southflorida.asp>

Previous Events

Memorial Gathering

JUN 13. 10:00 AM (ET)

Palms West Funeral Home and Crematory
110 Business Park Way
Royal Palm Beach, FL 33411

Memorial Service

JUN 13. 11:00 AM (ET)

Palms West Funeral Home and Crematory
110 Business Park Way
Royal Palm Beach, FL 33411

Tribute Wall



“ *Palms West Funeral Home created a Webcast in memory of John "Jack" O'Brien*



Palms West Funeral Home - June 06 at 10:05 AM

MA

RIP Jack, it was such a pleasure to have met you and care for your twins, my sincere condolences to Heidi, Holly and Jackie, and the rest of the family, may God strengthen the family during this grieving period 🙏.

Margaret - June 11 at 06:04 PM

JH

That was a lovely service for Jack. My condolences to Heidi and the twins.

James Hill - June 13 at 12:21 PM



Truly a wonderful man, Jack O'Brien was. I will miss our Friday talks. Even after he left Ackerman, we used to talk on Fridays at 10:00, as always. Unfortunately, that did not happen in the last couple of years and I truly regret it. I love you, Jack, and will miss you as a boss and as a friend. My father and you have a lot in common. His motto is "I believe in me." You once said you wanted to meet my Dad; I sure am sorry that never happened. Peace, prayers, and love to you and your family. Rest in peace, dear man.

Romona Armstead

Romona Armstead - June 13 at 12:22 PM

CW

We are truly overcome with sorrow and devastated by Jack's passing. How can it be that Jack is gone? His presence is still with us, caring and strong. While no words can console those closest to him, we send our deepest condolences, our love and our sympathy.

To Heidi, Holly and Jackie - may you find comfort during this very difficult time.

Chris and Hilde Webber

Chris & Hilde Webber - June 16 at 02:06 AM

BM

“ Betty Matos-Soriano lit a candle in memory of John "Jack" O'Brien



Betty Matos-Soriano - June 13 at 04:36 PM

BM

“ Despite being the smartest man I've ever met, Jack was humble and kind. I loved him like a father and feel that his departure was too early. I will miss you terribly my dear Boss, Friend, Father.
Betty

Betty Matos-Soriano - June 13 at 01:00 PM

JM

“ I will miss you John J, my best friend. Jack was that one friend who you could go years without speaking, but place a call, and pick up where you left off like it was only days ago you last spoke.

Jack had a unique mix of humor, common sense, intelligence, and troubleshooting skills.

We often spoke about how troubleshooting was troubleshooting no matter what you were trying to fix, from a technical failure to a business issue, you could apply basic troubleshooting skills.

He never hesitated to go where life took him, he loved to travel, in fact to this day, every time I travel, I always think of Jack.

My address book page for Jack was full of crossed out addresses and phone numbers as he navigated his life around the country. That slowed down once he met Heidi, he often spoke about how much he loved her, and once Holly and Jackie were born he was like a kid again.

I could go on for hours remembering all the good times we had and all the places we have met over the last 50 years. But I will end it here, and it is safe to say I will think about him often.

My condolences to Heidi, Holly, and Jackie.

John L Minerich - June 12 at 12:03 PM

MA

“ Margaret lit a candle in memory of John "Jack" O'Brien



Margaret - June 11 at 06:06 PM

BG

“ My sincere condolences to Heidi and the twins. I was so shocked to hear of his passing.
I met Jack at Ft.Bragg, NC. He was processing in from his tour in VietNam and I was out processing from my three-year tour in the Army. I saw a car in the personnel department parking lot with a Holyoke Community College decal. I went in and asked who owned the car. I shook hands with Jack the first time. Through conversation we discovered Jack and I had a parallel history. Not only were we from the same town but he went to the same intelligence school in Ft. Holibird, MD. Upon graduation, he like me, was sent to the exact same unit I was in a year later, II Field Force, 219th MI. Again like myself, he was transferred to Ft. Bragg to the exact same unit, 14th MI battalion. What are the chances?
I will miss Jack. He was a man of integrity and honesty. Anyone who knew him, knew once you made friends with Jack it was permanent. Rest in peace. Bob G.

Bob Goodrow - May 09 at 03:02 PM

CW

“ Christian Webber lit a candle in memory of John "Jack" O'Brien



Christian Webber - May 05 at 08:38 PM

JD

“ Our love is with all you during this difficult time. He was a amazing cousin that I hold close to my heart. Rest In Peace Jack, you will never be forgotten 💙😭
All our love
JoAnn & Randy



JoAnn Provost Dusharm - May 04 at 07:31 PM

EF

“ We would like to extend our condolences to the family. May you draw comfort from God as he help you to cope with the h of your loss. Thinking of you all.

Evans family - April 30 at 07:59 AM

DA

My prayers and thoughts are with you and your family 🙏🙏

Donna Turrone Azzinaro - May 10 at 12:20 PM

RP

I met Jack when I hired him as COO of Security Networks, which was going through a very rapid growth phase at the time, creating huge challenges for me and my management team. In the first days after Jack came on board, I recall holding several meetings with my team where we'd all be firing off random ideas to deal with whatever the problem of the day was, and Jack would sit quietly in the corner until we all wore ourselves out. Then, he would describe, in a calm, methodical way, how we would solve the problem. That was Jack, thoughtful and calming. I learned a lot from him about how to analyze and solve complicated issues. He was a "steel fist in a velvet glove", to quote one of his many sayings, which I have shamelessly stolen from him. Rest in peace my friend.

Rich Perry

Rich Perry - May 21 at 09:12 AM