Campus Services and Stewardship

Technical Project Manager
Three-Year Term Position Description

Job Title: Mgmt 2, IT Project Mgmt	**Position Title:** Technical Project Manager
Reports to: Director, Business Systems and Technology	**Effort:** 100%
Department: Campus Services and Stewardship, Finance and Administration	**Term:** Three years

Campus Services and Stewardship Overview

Campus Services and Stewardship (CSS) stewards MIT's built environment, from design and construction to maintenance, operations, and sustainability. With more than 750 employees, CSS ensures that MIT's 205 buildings, including 20 residence halls and 13.9 million square feet of space, operate efficiently, safely, and sustainably in support of the Institute's education and research mission.

CSS manages MIT's district energy system and supports a multi-billion-dollar capital renewal program guiding long-term campus investment. CSS operates in a high-volume, decentralized financial environment supported by a complex ecosystem of enterprise, commercial, and custom systems with significant integration dependencies across finance, operations, procurement, and asset management.

Position Overview

The Technical Project Manager is a three-year term role that coordinates Campus Services and Stewardship's engagement in MIT's enterprise resource planning transformation. Working within the governance, direction, and delivery framework established by the Business and Digital Transformation Office (BDTO), the role ensures that CSS is prepared for and effectively represented across ERP workstreams and that decisions, dependencies, and impacts are coordinated across CSS business units, Information Systems and Technology (IS&T), BDTO, other MIT offices, implementation partners, and vendors.

Embedded with CSS operational and administrative teams, the Project Manager works with business subject-matter experts to document current processes, requirements, data needs, controls, pain points, and operational constraints. The role also maintains a comprehensive understanding of the broader ERP program so that CSS teams can anticipate decisions, meet program expectations, and address cross-functional impacts across finance, human resources, procurement, data, reporting, asset management, and operations.

The role does not independently direct MIT's ERP implementation or operate a separate CSS implementation. It serves as the primary coordination point for CSS participation, fully representing CSS needs while aligning the organization's work with BDTO program direction, enterprise standards, and Institute-wide decisions. The Project Manager also helps ensure that SAP Plant Maintenance (PM), Materials Management (MM), Environmental Health and Safety (EHS), and CSS-specific applications essential to Institute operations are appropriately assessed, integrated, transitioned, or retained as the future-state architecture is defined.

Principal Duties and Responsibilities

ERP Program Integration and Governance

- Develop and maintain the integrated CSS work plan for ERP readiness and participation, aligning milestones, deliverables, decision points, resources, and governance routines with the BDTO program plan.
- Coordinate cross-functional work across CSS operations, facilities, campus planning, finance, human resources, procurement, data, reporting, and technology, and connect that work with BDTO, IS&T, other MIT offices, implementation partners, and vendors.
- Serve as a consistent point of coordination between CSS and the broader ERP program, representing CSS priorities and operational realities while ensuring CSS teams understand and respond to program direction, decisions, standards, and timelines.
- Establish effective communication and governance practices for CSS participation, including meeting coordination, clear ownership, decision and action logs, dependency tracking, and timely escalation of risks or gaps in participation and alignment.
- Provide clear, regular updates to CSS leadership and program stakeholders on readiness, progress, decisions, deliverables, risks, and cross-workstream impacts.
- Prepare and present concise findings, tradeoffs, risks, and recommendations to support coordinated decisions by CSS leaders, BDTO, and program governance bodies.

Business Process and Operational Readiness

- Work directly with CSS business units and operational subject-matter experts to plan and coordinate current-state documentation and readiness activities across repair and maintenance, environmental health and safety, capital projects and construction, asset management, work orders, inventory, procurement and vendor management, finance, and workforce processes.
- Gather, analyze, prioritize, validate, and maintain business, functional, technical, data, integration, security, reporting, control, and support requirements across ERP workstreams, including requirements related to SAP PM, MM, and EHS and the CSS-specific applications that support critical Institute operations.
- Partner with CSS subject-matter experts to develop accurate current-state process models and identify opportunities to simplify and standardize work, strengthen controls, improve service delivery, and reduce avoidable complexity before future-state system design.
- Document end-to-end dependencies and operational impacts across CSS processes, enterprise functions, SAP PM, MM, and EHS, and related CSS applications so that future-state decisions account for business continuity and downstream consequences.

ERP Discovery and Solution Support

- Support BDTO-led ERP discovery and design activities by organizing CSS participation, preparing subject-matter experts, consolidating input, and following requirements, questions, and decisions through resolution.
- Contribute to the assessment of functional and technical options for SAP PM, MM, and EHS and related CSS capabilities, including work performed by external assessment partners. Evaluate how proposed options address validated requirements and fit the broader ERP roadmap, MIT architecture, operating model, lifecycle cost, implementation risk, and support model.
- Partner with CSS, BDTO, IS&T, enterprise architecture, security, data, and product teams to ensure proposed solutions account for end-to-end processes, CSS operational requirements, enterprise standards, service delivery models, and implementation constraints.
- Develop or contribute to evaluation criteria, comparative analyses, and decision materials that clearly present CSS requirements, assumptions, tradeoffs, dependencies, risks, and operational impacts.
- Coordinate CSS participation in vendor demonstrations, technical reviews, design sessions, and functional assessments, ensuring the appropriate subject-matter experts are engaged and outcomes are documented and communicated.

Data Readiness and Systems Integration

- Coordinate assessment of data structures, ownership, quality, controls, and readiness across areas such as cost objects, work breakdown structures, assets, labor and workforce, vendors, inventory, and work orders; establish accountable owners and track remediation needs.
- Collaborate with the Assistant Director for Data Strategy and Business Intelligence, CSS Technology Team, BDTO, and IS&T to identify migration, integration, reporting, archival, reconciliation, and data-governance requirements. Maintain an inventory of interfaces and dependencies connecting the ERP to SAP PM, MM, and EHS and to CSS-specific applications, and help ensure these needs are incorporated into enterprise planning and design.

Readiness Planning Risk Management and Delivery Support

- Translate the enterprise roadmap into coordinated CSS readiness and delivery plans, including sequencing, resource needs, testing, training, communications, cutover, business continuity, and transition activities. Identify and assess risks related to data, processes, integrations, controls, organizational readiness, and operational continuity; coordinate mitigation actions and escalate issues through appropriate CSS and program governance channels. Support test planning, integration testing, user acceptance testing, implementation readiness, and post-launch stabilization as ERP workstreams advance.
- Perform other duties as assigned.

Key Deliverables

- CSS Readiness and Discovery Outputs: Validated current-state process models, requirements, constraints, pain points, readiness actions, and cross-functional dependencies developed with CSS subject-matter experts and aligned to ERP workstream needs.
- Data and Integration Readiness: Documented data ownership, quality and remediation needs, migration considerations, interfaces, and dependencies spanning the ERP, SAP PM, MM, and EHS, and CSS-specific applications.
- Governance and Decision Records: Integrated plans, status reporting, decision and action logs, risk and issue registers, and clear records of assumptions, tradeoffs, approvals, and unresolved matters.
- CSS ERP Readiness and Delivery Plan: A coordinated roadmap for CSS participation, including sequencing, milestones, resource needs, testing, training, communications, cutover, business continuity, and key dependencies.
- Solution Assessment Support: CSS requirements and operational impacts incorporated into ERP and SAP PM, MM, and EHS assessments, vendor evaluations, architecture decisions, and implementation planning.

Supervision Received

Supervision is received from the Director, Business Systems and Technology.

Supervision Exercised

No direct reports are anticipated. The position coordinates and influences the work of CSS subject-matter experts, project participants, consultants, implementation partners, and vendors across organizational boundaries.

Qualifications and Skills

- Bachelor’s degree in information systems, computer science, engineering, business, operations, or a related field required.
- Minimum seven years of experience in technical project management, including responsibility for highly complex, cross-functional system initiatives.

- Demonstrated experience coordinating enterprise applications, ERP, systems integration, or technology modernization initiatives in a complex, decentralized, or operational environment.
- Strong knowledge of technical project management, ERP delivery practices, business process analysis, requirements development, data readiness, systems integration, testing, organizational readiness, and implementation planning.
- Experience working within enterprise program governance, coordinating participation across multiple workstreams, and supporting platform, product, or vendor assessments and implementation roadmaps.
- Ability to become deeply embedded with operational teams, draw out and validate subject-matter expertise, and translate complex business needs into actionable requirements, dependencies, decisions, and implementation plans.
- Technical credibility to work effectively with enterprise and solution architects, engineers, product teams, security professionals, data teams, and vendors.
- Demonstrated ability to represent business needs within a larger enterprise program, reconcile competing priorities, build consensus, and maintain accountability across senior leaders, operational teams, and technical stakeholders.
- Strong written and verbal communication, facilitation, analytical, negotiation, and decision-support skills.
- Experience with ERP and with facilities management, environmental health and safety, asset management, work management, inventory, procurement, capital projects, finance, workforce, or other asset-intensive operational systems preferred. Experience with SAP Plant Maintenance, Materials Management, or EHS is preferred.