

Director, CSS Business Systems and Technology

Position Description

Job Title: Mgmt 4, IT Generalist	Position Title: Director, CSS Business Systems and Technology
Reports to: Director of Finance and Administration	% Effort or Wkly Hrs: 100%
Department: Campus Services and Stewardship, Finance and Administration	Date: July 2026

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, and asset management.

Position Overview

The Director, Business Systems and Technology, provides strategic and operational leadership for the CSS business systems and technology portfolio, with MIT's ERP transformation serving as a foundational initiative within a highly integrated technology environment. The role is responsible for the strategy, governance, roadmap, implementation, support, and continuous improvement of the business systems that enable Campus Services and Stewardship's financial, operational, and administrative functions.

CSS's technology landscape includes enterprise platforms, operational technologies, commercial software solutions, custom-developed applications, and system integrations supporting finance, facilities operations, utilities, capital programs, procurement, environmental health and safety, sustainability, planning, and administrative functions. As MIT transitions to a new ERP platform, the Director ensures that the broader CSS systems portfolio is aligned with enterprise architecture, business processes, integration standards, and Institute technology strategy.

The Director is accountable for the performance, reliability, security, and lifecycle management of CSS business systems, including ERP readiness, adoption, integration, and post-go-live optimization. The role oversees the evaluation, selection, implementation, enhancement, support, and retirement of business applications; establishes and executes the CSS business systems roadmap; manages software vendors and technology investments; and leads application development, system integration, and technology modernization initiatives that improve operational efficiency, reduce technology risk, and support long-term organizational needs.

Working closely with the Business Transformation Office, Information Systems & Technology (IS&T), CSS leadership, and external vendors, the Director serves as the primary technology and business systems leader for CSS. The role establishes governance and decision-making across the CSS business systems portfolio, ensuring technology investments align with operational priorities, Institute standards, and long-term sustainability while balancing innovation with operational continuity.

The Director also provides strategic oversight of CSS IT services, ensuring reliable, secure, and effective technology support for business operations through strong partnerships with IS&T and other service providers.

This is a senior, business-facing leadership role requiring strong strategic thinking, operational acumen, technology expertise, and the ability to influence, collaborate, and lead organizational change across a complex, matrixed environment.

Principal Duties and Responsibilities (Essential Functions)

Business Systems Strategy & Governance

- Define and execute the CSS business systems and IT strategy for a complex, multi-system environment aligned with operational priorities and MIT enterprise technology direction.
- Maintain a comprehensive view of the CSS business systems portfolio, including purpose, integrations, risks, dependencies, business owners, and technology roadmaps.
- Establish clear system ownership, decision rights, and governance for enhancements, integrations, application development, and system retirement.
- Develop and maintain a multi-year business systems roadmap that aligns technology investments with CSS strategic priorities and the Institute's enterprise technology direction.
- Establish technical and operational standards aligned with Institute IT policies and best practices.

Systems Operations, Performance & Lifecycle Management

- Ensure the reliability, performance, security, and stability of CSS systems across a distributed and integrated environment.
- Lead system lifecycle management, including upgrades, vendor coordination, software licensing, contract renewals, and end-of-life planning.
- Define when to use standard system functionality versus integrations, configuration, or custom solutions, minimizing complexity and long-term maintenance risk.
- Evaluate and rationalize the systems landscape, addressing redundant, outdated, or over-engineered solutions.
- Lead the evaluation, selection, implementation, enhancement, and retirement of business applications.
- Drive simplification and usability by reducing manual workarounds and improving system design.
- Balance modernization efforts with operational continuity and resource constraints.

ERP Leadership & Enterprise Integration

- Own the CSS business systems roadmap, ensuring alignment with ERP implementation and broader enterprise initiatives.
- Represent CSS in ERP design, testing, and deployment activities, ensuring solutions reflect operational realities.
- Lead ERP readiness, adoption, and post-go-live optimization across CSS.
- Ensure effective integration between ERP and other systems, with clear system-of-record ownership and minimal duplication.
- Prioritize modernization of connected business systems to maximize the value of the ERP ecosystem and reduce unnecessary customization.

Process & Business Enablement

- Align systems with end-to-end business processes across Finance, Administration, and operations.
- Partner with stakeholders to redesign processes enabled by systems improvements.
- Define and maintain system architecture, integration standards, application configurations, and core system structures that support efficient and scalable business operations.
- Ensure accurate and consistent information is captured through well-designed business processes, system configuration, and integrations.
- Collaborate with Business Intelligence and business stakeholders to ensure business systems effectively support reporting, analytics, and operational decision-making.

Change Management & Adoption

- Lead system and process change across a complex, matrixed organization
- Drive adoption and usability, ensuring solutions are practical and supported by training, and communication
- Translate system changes into clear operational impacts for Finance, Operations, administrative teams, and central partners
- Build alignment and drive decisions across stakeholders without direct authority
- Balance transformation efforts with the need for operational continuity and stability
- Champion adoption of new technologies by promoting standardization, reducing unnecessary customization, and fostering continuous improvement across the organization.

Stakeholder Engagement & Collaboration

- Serve as the primary interface between CSS leadership and central technology teams.
- Convert business needs into technology solutions, including prioritization, design trade-offs, implementation approach, and investment decisions.
- Lead software vendor evaluations, contract negotiations, licensing strategies, and ongoing vendor performance management.
- Oversee the CSS IT and business systems budget, resource allocation, and vendor relationships.
- Monitor performance indicators and communicate progress, risks, and outcomes to senior leadership.

Supervision Received

Supervision is received from the Director of Finance and Administration, CSS.

Supervision Exercised

Directly manages the IT Manager and IT Systems Project Manager and their teams and the Program Manager Business Systems Reporting and Analytics.

Qualifications & Skills

- Bachelor's degree in information systems, business, technology, computer science, or a related field required; master's degree preferred.
- Minimum 10 years of progressive experience in business systems, enterprise applications, IT leadership, or technology management, including responsibility for complex, cross-functional environments.
- Demonstrated experience defining and executing enterprise systems strategy and multi-year technology roadmaps, including large-scale implementations such as ERP.

- Experience managing a diverse portfolio of enterprise, commercial, and custom-developed business applications, including technology planning, prioritization, and lifecycle management.
- Experience evaluating technology solutions, managing software vendors, negotiating technology contracts, and overseeing technology investments to support organizational priorities.
- Proven ability to lead managers and influence senior stakeholders in a complex, matrixed organization.
- Strong understanding of enterprise applications, system integration, application lifecycle management, and IT service delivery, including system operations, performance, security, and support.
- Strong understanding of financial, operational, and administrative business processes and how technology enables organizational performance.
- Proven ability to operate effectively in a matrixed environment and influence without direct authority.
- Pragmatic, disciplined approach to organizational and technology change, with a focus on business value, operational stability, and user adoption.
- Experience supporting complex operational environments (e.g., facilities, capital programs, utilities, or other asset-intensive organizations) preferred.
- Strong communication and leadership skills, with the ability to translate business needs into technology solutions and communicate technical concepts to both technical and non-technical audiences.
- Sound judgment, problem-solving, and decision-making skills in resource-constrained environments.