

MIT Job Description

Job Title: Associate Director	Position Title: Associate Director, Infrastructure, Operations and Security
Reports to: Chief Information Officer	Department: Sloan Technology Services

Position Overview:

The Associate Director of Infrastructure, Operations and Security will implement and operate in-house and outsourced/co-located computing facilities. Responsible for the technical infrastructure environment and for setting and ensuring performance and standards compliance. Works closely with other technology staff and vendors to identify and execute cost-effective technology solutions. Manages the work activities of employees and contractors ensuring committed tasks are delivered on time and within budget and that they deliver the expected technology and business benefits.

Responsible for the technical infrastructure necessary to support all business processes and applications systems as well as for providing leadership, project planning guidelines and architectural direction that ensures the infrastructure and supporting systems are reliable and scalable. In accordance with industry best practices, will design, implement and maintain policies and procedures to ensure high availability, system security, and disaster recovery. As a member of the IT Senior Staff, will provide leadership and guidance for both strategic and operational technology objectives and projects. Position reports to the MIT Sloan Chief Information Officer.

The current environment includes 60+ physical servers and a growing virtual server environment of 300 hosts (VMware) running Microsoft Windows, Solaris, Linux, and OS X, an EMC VNX SAN (200 TB), and an enterprise tape backup system (Veritas).

Oversees support for Research Computing infrastructure and works closely with the Research Computing Associate Director on meeting the research computing platform needs of faculty.

Works closely with central IT (IS&T) staff regularly and may serve on central MIT technical and/or strategic committee(s).

Principal Duties and Responsibilities (Essential Functions):

- Team Leadership
 - Lead the Infrastructure, Operations & Security team. Establish priorities, timelines, and ensure appropriate resources are available. Manage/Guide the work and performance of five systems engineers and occasional consultants/contractors.
 - Plan the team direction and priorities and lead the organization in executing the plan.
 - Actively solicit information about the needs and goals of the MIT Sloan community.
 - Develop staff by providing ongoing coaching and feedback, appropriate recognition, assisting the team members with career planning and represent the needs of Sloan leadership to team members.
 - Identify and develop strategic relationships with customers, vendors and other service providers.
 - Work closely with colleagues in the STS Leadership team to deliver the overall needs of STS.
 - Builds strong productive working relationships with IS&T staff.
 - Be a role model, leading by example
- Manage Operations & Administration
 - Design and implement robust processes, standards and procedures based on industry and vendor best practices and drive process improvements.

- Create and/or use effective metrics to support fact-based decision-making and drive results
 - Work with the manager of the STS Helpdesk on streamlining IT Operations and Support processes.
 - Coordinate monitoring of and respond to server and infrastructure outages, providing 24x7 coverage as needed. Provide hands on technical support as needed.
 - Implement and update security plans for all server and network assets, and develop training and communication approaches for raising organizational awareness around information security risks.
 - Design and implement disaster recovery plan for operating systems, databases, networks, servers, and software applications
 - Assess the reliability and performance of outsourced/co-located services. Initiate preventive and corrective actions as required.
 - Prepare budgets and ensure appropriate cost controls are in place. Manage capital and operating budgets to meet agreed targets.
 - Work closely with Research Computing Associate Director on understanding the needs of faculty and providing a robust research computing platform
 - Work closely with the Communications Office on management and support for the MIT Sloan web presence infrastructure
 - Work closely with IS&T with regard to centrally provided services such as networking and enterprise licensed software.
- Technology Leadership
 - Set technology standards and direction as part of STS senior staff:
 - Research and evaluate emerging technologies. Guide the purchase of equipment and services.
 - Understand cloud-based computing, mobile, social and big data trends
 - Provide strategic direction by assessing and managing the risks and opportunities associated with industry trends
 - Provide architectural expertise to business and systems analysts, developers and other senior staff.
 - Ensure that proposed and existing systems architectures are aligned with organizational goals and objectives.
 - Document existing systems architecture and technology portfolio; make recommendations for improvements and/or alternatives.
 - Develop, implement, maintain and oversee enforcement of policies, procedures and associated plans for system security administration and user system access based on industry-standard best practices
 - Keep current with emerging security alerts and issues.
 - Conduct research on emerging products services, protocols, and standards in support of security enhancement and development efforts.
 - Develop, document, and communicate plans for investing in systems architecture, including analysis of performance and service delivery improvement, or cost reduction opportunities.

Supervision Received:

This position reports to the MIT Sloan Chief Information Officer and works closely in the coordination of activities with peers on the STS senior management team.

Supervision Exercised:

Supervise a team of five technical professionals responsible for hardware, OS and network administration including research computing infrastructure and service. Supervision includes goal setting, annual reviews, and work product evaluation. Will encourage and enable the professional development of staff members, both technically and with regard to “soft” skills, through training, work assignments and coaching techniques providing 2 way feedback.

Qualifications & Skills:

- Strong technical diagnostic skills and demonstrated ability to manage "crisis" incidents.
- Bachelors College Degree (Masters or Professional preferred).
- 7+ years experience with increasing responsibility in IT management
- Strong overall technical skills in a variety of platforms and applications including Microsoft Windows/Linux server administration, SAN/NAS operations, server virtualization, and failover high-availability solutions and system/network security
- Preferred experience managing environments that include VMware, Windows Server, Redhat Linux, MS SQL server, Active Directory, Windows desktop systems, Microsoft System Center Operations Manager, Microsoft System Center Configuration Manager desirable, IBM TSM backup technology, SAN storage, F5 LTM
- Database management experience helpful.
- Experience with vendor selection and vendor management.
- Proven project planning and management experience.
- Ability to prioritize and schedule work for multiple staff
- Good knowledge of applicable data privacy practices and laws.
- Exceptional analytical, conceptual, and problem-solving abilities.
- Superior written and oral communication skills.
- Strong interpersonal and consultative skills.
- Ability to learn or conduct research into new and/or emerging technologies and trends, standards and products as required.
- Willingness to make training and professional development a high priority
- Ability to present ideas in user-friendly language.
- Experience working in a team-oriented, collaborative environment
- A high degree of professionalism, diplomacy and sensitivity to the needs of faculty, staff and students
- The ability to work well in an academic setting and be comfortable with the tempo of the academic calendar
- Experience working in an academic environment preferred

Additional Comments:

This position plays a critical role in providing reliable and secure systems and services. The individual is on call 24x7, will have overall responsibility for 60+ servers, many of which are mission critical to MIT Sloan and for providing appropriate security within systems and data in MIT's "open" network environment. The individual also plays an important leadership role as a key member of the CIO's Leadership team, and will be expected to develop strong relationships with members of IS&T and other Institute technologists.