
MIT Job Description

Job Title: Education Program Administrator 1 (term 24 months)	Position Title: Assistant Director of Digital Deliveries
Reports to: Associate Director of Digital Deliveries	% Effort or Wkly Hrs: 100%
Department: Executive Education	Grade 8

Position Overview:

The Assistant Director of Digital Deliveries (term 24 months) collaborates with program coordinators, program directors, other staff, faculty, clients, and vendors in the delivery of world class online executive education programs to companies and individuals under the direction of the Associate Director of Digital Deliveries. Operating in a dynamic and challenging business environment, the Assistant Director of Digital Deliveries is responsible for development, maintenance and planning of new and existing digital programs as well as process operations of MIT Sloan Executive Education digital programs.

Principal Duties and Responsibilities (Essential Functions): (100%)**

Resource Management & Leadership (30%)

- Model best practices in operational policies, processes and procedures required to ensure the quality and integrity of online program delivery
- Serve as point of resource for program coordinators and directors before, during and after digital program deliveries
- Pilot new digital platforms in our rapidly expanding digital portfolio of programs
- Partner regularly with the Associate Director of Digital Deliveries and Digital Capability Leader to develop, implement, and manage operational policies, processes and procedures required to ensure the quality and integrity of digital program delivery and the operational effectiveness of the digital program portfolio within the Office of Executive Education
- Proactively identify areas for improvements in digital processes and operations to drive efficiency of overall digital program management
- Organize and lead digital trainings among various platforms and experienced for Executive Education staff and MIT faculty
- Negotiates contracts and pricing and follow through to ensure responsiveness of vendors and other resources
- Maintain a large repository of digital assets across all digital programs including videos, Learning Design Plans, written and content-based notes and assignments etc.

Program Development (40%)

- Act as a liaison to bridge teams across MIT Sloan Executive Education to deliver hybrid and cross functional digital programs
- Lead the development and management of the new digital program from planning stages through to implementation and delivery
- Accountable for hitting milestones and driving timelines throughout the development of new digital programs both with vendors and in Executive Education

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- Work with vendors and team members on the maintenance of existing digital programs within the Sloan portfolio of long-standing courses.
 - Contribute to the research and development of new digital products, experiences and deliveries for digital programs

Collaboration & Communication (30%)

- Assist and advise program coordinators how to best train program participants for digital experiences
- Serve as deputy to and represents the Associate Director of Digital Deliveries and the Digital Capability Leader, as necessary
- Participate in cross-functional project teams and proactively engage in continuous improvement of digital programs
- Manage and maintain relationships with online vendors, faculty and key stakeholders in the Sloan Executive Education Digital Business
- Understand the nature and purpose of and be able to communicate about MIT Sloan Executive Education online portfolio of programs and services
- Work collaboratively with the Associate Director of Digital Delivery & Digital Capability Leader
- Exemplify and uphold the MIT Executive Education Values of People, Trust & Respect, Learning & Ideas, Operational Excellence, and Sustainability
- Perform related duties and special projects as assigned
- Simultaneously balance the requirements of numerous programs/projects in varied stages of planning

Supervision Received:

- Reports to the Associate Director of Digital Deliveries & Digital Capability Leader
- Consults with manager to resolve unusual problems or to provide general direction
- Determines appropriate work methods, plans, schedules, and prioritizes work based on goals and objectives to be achieved, within the standards of work unit; carries out work activities independently

Supervision Exercised:

- Train program coordinators on digital platforms, technologies, and digital resources

Qualifications & Skills:

Required:

- Bachelor's degree or equivalent
- Minimum 5 years of industry or executive education programming and/or admin/project/program management.

Preferred:

- Business experience in Executive Education or comparable program or project management
- Familiarity with MIT Sloan and MIT Faculty highly desirable
- Provide excellent customer service
- Lead and deliver complex and challenging programs
- Contribute to building a respectful, professional environment

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- Build relationships and respond to client/customer, Faculty and Program Director needs
 - Multitask and work effectively in a pressured work environment with changing priorities and limited supervision
 - Demonstrate strong organizational and interpersonal skills while managing multiple projects at one time and maintaining training documentation.
 - Maintain professional outlook and demeanor at all times, particularly during times of increased stress
 - Possess solid knowledge of organizational policies and practices in order to interpret and determine appropriate course of action effectively and appropriately.
 - Set a tone of integrity and professional conduct, while working with others to achieve organizational goals
 - Excellent and professional oral and written communication and solid presentation skills required
 - Entrepreneurial passion for new projects, and ability to generate new ideas
 - Use logic and reasoning to identify alternative solutions, conclusions or approaches to problem solving
 - Respect and cultural awareness for communicating and collaborating with international relationships
 - Preferred but not required: a creative perspective though a graphic art and design lens as it applies to creating the look and feel of an MIT branded experience
 - Preferred but not required: experience working with online learning platforms such as Canvas
 - Ability to evaluate, implement and deliver digital programs in an evolving landscape
 - Work easily and effectively as both a leader and a member of teams
 - Serve as a role model for program coordinators as well as for others in the organization, setting a tone of integrity and professional conduct, while working with others to achieve organizational goals

Competencies:

- **Manages ambiguity and navigates change** while being comfortable and confident working in a fast-paced and changing environment
- **Is self-directed and proactive** while advancing work and achieving results
- **Fosters exploration, innovation, and experimentation** by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.