

MIT Job Description

Job Title: Associate Director for IT Service Management	Position Title: Associate Director for IT Service Management
Reports to: Senior Director, IT Consulting and Support	% Effort or Wkly Hrs: 100%
Department: Sloan Technology Services	
Date: June 7, 2016	

Position Overview:

The Associate Director for IT Service Management is responsible for ensuring the delivery of efficient high-quality, customer-centric support for technologies used by members of the Sloan community. This is achieved through supervisory oversight of the STS Service Desk team and service management leadership across the whole of STS. This is an extremely public position, requiring regular, effective communication with the department, the Sloan community, and the broader MIT community.

The incumbent leads the STS Service Desk, a team of six professional technicians and one intern. This team provides first-contact support for all technologies used by the Sloan community. This includes primary responsibility for support of personal computing devices, their associated software, and communications technologies, and first contact responsibility for other services offered by STS, such as research computing, classroom technologies, and application or infrastructure services. The service desk also provides first-contact support for IT services outsourced to central IT (IS&T) and outside vendors. The Associate Director is responsible for management and development of the team and reporting on progress as tracked through objective metrics and customer satisfaction surveys.

The Associate Director will also work closely with peers in STS to advance IT service management practice across the organization. This will include developing a metrics-driven work culture that identifies, collects and reports on qualitative and quantitative metrics related to the value of IT services offered by STS. He or she will work to ensure that all STS services are designed in accordance with service management best practices, and to drive the development of standards, policies and processes that achieve highly available, reliable, performant IT services supported with excellent customer service.

This role requires excellent leadership skills. The incumbent must be able to develop and communicate a clear vision for the STS Service Desk and for IT Service Management at all levels and across the school. They will need to be self-motivated and have demonstrated ability to energize others towards achieving the vision. Additionally, he or she must possess the awareness and skills to enable staff to succeed by identifying and removing roadblocks to their success.

The role reports to the Senior Director for IT Consulting and Support. This position needs to be available for occasional night and weekend coverage as needed. This role also plays an important leadership role as a key member of the CIO's Leadership team.

Sloan Technology Services is a small, close-knit team of passionate technology professionals who support, develop, design and thrive in a culture of learning and innovation. Partnering with the faculty, staff and students in the MIT School of Management, we are looking for those who enjoy collaborating as much as pushing themselves, aren't afraid of being challenged, and who appreciate working with people from diverse backgrounds and interests. We welcome driven, creative people who seek exposure to new technologies, creative thinking, continual learning and the occasional game of Mario Kart!

Principal Duties and Responsibilities (Essential Functions):

- Service Management Leadership
 - In collaboration with colleagues in the STS leadership team identify and document service level commitments of both the Service Desk and STS as a whole. Develop, manage, measure and report on key service-level metrics for STS, and ensure that those service level commitments are met.
 - Act as the champion for service management within STS. Conduct trainings on best practices, service management and service desk procedures
 - Strive for continuous improvement of the incident management and request processes and the integration of those processes with other IT operations management processes, such as problem and change management.
 - Build and maintain relationships with all IT units to ensure that IT-delivered services and end-user productivity goals are understood and met.
 - Perform end-user satisfaction surveys (transactional and periodic), and develop action plans to address areas needing improvement.
 - Advance the use of a knowledge repository to share information among all levels of IT service and support.
 - Leverage service desk best practices and process frameworks, such as ITIL, to drive continual process improvement.
 - Promote self-service tools and the knowledge repository as mechanisms to improve end-user satisfaction and reduce costs.
 - Perform trend analyses, and develop action plans for improving service timeliness and reducing costs.
 - Stay abreast of trends in service desk operations, management, technologies, sourcing, policies, procedures and other external changes that could have an impact on service desk services.
 - Embrace school wide technologies
- Team Leadership
 - Lead and manage the Service Desk staff of six full time technicians and one intern; plan and conduct performance appraisals; responsible for staff performance management and development; work with Sloan HR on various personnel-related matters.
 - Plan the team direction and priorities and lead the organization in executing the plan.
 - Develop strategies for cross functional training and the development of subject matter experts.
 - Actively solicit information about the needs and goals of the MIT Sloan community including constituencies, students, faculty and staff.
 - Develop staff by providing ongoing coaching and feedback, appropriate recognition, assisting the team members with career planning and representing 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 solutions that meet the overall needs of STS.
 - Be a role model, leading by example
- Manage Operations & Administration
 - Design and implement standard operating and troubleshooting procedures to ensure consistent quality of services.
 - Open and resolve VIP or high profile tickets.
 - Manage and resolve major incidents.
 - Monitor and respond to technology outages, including occasional night and weekend coverage as needed.
 - Prepare budgets and ensure appropriate cost controls are in place. Manage capital and operating budgets to meet agreed targets.
 - Work closely with colleagues on an Institute-wide basis to ensure the quality and nature of services provided to Sloan.

Supervision Received:

This position reports to the Senior Director for Technology Consulting and Support Services, and works closely in the coordination of activities with peers on the STS leadership team.

Supervision Exercised:

Supervise a team of six technical professionals and one intern responsible for front line support of software and hardware used by the Sloan community. 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 such as "10 minute conversations".

Qualifications & Skills:

- Excellent Leadership skills: Defines a clear vision, gets momentum going on key initiatives, energizes staff and removes roadblocks to progress.
- Outstanding communications skills: Ability to convey technical information in non-technical terms. Able to use communication effectively to influence outcomes and to manage expectations at all levels of the organization; Effectively demonstrate the performance of STS and the Service Desk.
- Exemplary problem solving skills: Able to identify what has to be done to move forward and maintain momentum. Able to find solutions to a diverse set of technical and non-technical challenges.
- Excellent technical skills: Demonstrated high level understanding of core technical areas; Ability to methodically evaluate technical choices to inform decision making; Demonstrated experience leading the implementation of complex technology solutions.
- Demonstrated ability to manage "crisis" incidents.
- Advanced knowledge of Service Management principles, processes and tools. Experience with ITIL methodology preferred. Demonstrated ability to design service processes and lead the implementation of those process in the appropriate tools.
- Experience with implementation and management of Service Management systems, such as ServiceNow.
- College degree (Masters or Professional preferred)
- 5+ years experience with increasing responsibility managing IT service delivery.
- Strong experience managing internal and external service partners.
- Exhibit a keen understanding of the current state of relevant technologies; demonstrated record of early adoption and ability to integrate new technologies from a support perspective.
- Working knowledge of networking technologies especially as it pertains to system connectivity and troubleshooting.
- Must be resourceful, detail oriented and able to operate independently and on a team.
- High degree of professionalism, diplomacy and sensitivity to the needs of the Sloan academic/staff community.
- Ability to work well in an academic setting and be comfortable with the tempo of the academic calendar.
- Some travel may be required to attend training or conferences, or to collaborate with vendors or peer institutions.