

## MIT Job Description

<b>Job Title: Associate Director of Instructional Technology Support Services</b>	
<b>Reports to: Director, IT Consulting and Support</b>	<b>% Effort or Wkly Hrs: 100%</b>
<b>Department: Sloan Technology Services</b>	<b>Prepared by: Wesley Esser</b>

### **Position Overview:**

Provide leadership for the Instructional Technology Support team at the MIT Sloan School of Management. The team focuses on the planning, implementation and support of technology used by Sloan faculty to enhance teaching and learning, both in and out of the classroom, including:

- AV services in classrooms, conference rooms and group study spaces
- Installed AV systems in classrooms, conference rooms and group study spaces
- Learning management system support
- Distance learning
- Computer lab functional specifications

These services are designed to be simple to use for both faculty and students, and transform teaching at Sloan. The Associate Director will report to the Director of IT Consulting and Support, and together they will develop an overall strategy to reach these goals, and will be responsible for identifying and executing projects to achieve them. She or he will also be responsible for designing and managing the support structures necessary to ensure high quality and cost effectiveness.

Responsible for the planning, implementation and operations of technology equipped teaching, learning and collaboration (TLC) spaces, including classrooms, conference rooms, study rooms, and other public spaces. The current installed technology environment includes 26 classrooms with varying levels of installed technology, as well as over 30 conference rooms and 45 group collaboration spaces. He or she ensures the infrastructure and supporting systems and services are reliable and scalable. In accordance with industry best practices, will design, implement and maintain policies and procedures to ensure high availability, system security, disaster recovery and overall high quality support. As a member of the IT Senior Staff, will provide leadership and guidance for both strategic and operational technology objectives and projects.

He or she is also responsible for the support of software used in teaching and learning, such as MIT's Stellar LMS, Study.Net and Qualtrics Survey software, as well as other new software and online services that the faculty wish to explore.

The Associate Director will engage the faculty directly in the planning of new and innovative technologies, and will look for ways to experiment and pilot transformative technologies for the classroom.

### **Principal Duties and Responsibilities (Essential Functions):**

- Team Leadership
  - Lead the Instructional Technology Support team. Establish priorities, timelines, and ensure appropriate resources are available. Manage/Guide the work and performance of four staff members, two full time contracted technicians, and a varying number of 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.
  - Be a role model, leading by example
- Manage Operations & Administration
    - Design and implement standard operating and troubleshooting procedures to ensure consistent quality of services.
    - Work with Help Desk Manager on streamlining IT Operations and Support processes.
    - Monitor and respond to technology outages, providing 24x7 coverage as needed.
    - Assess the reliability and performance of supported technology by tracking objective metrics.
    - 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.
- Technology Leadership
    - Partner with faculty to use technology in their teaching, both in and out of the classroom
    - Set technology standards and direction as part of IT senior staff.
    - Establish and maintain strong relationships with key internal and external vendors and service providers.
    - Research and evaluate emerging technologies. Guide the purchase of equipment and services.
    - 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 installed technology and instructional software portfolio; make recommendations for improvements and/or alternatives.
    - 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 Director, Technology Consulting and Support Services, and works closely in the coordination of activities with peers on the STS senior management team.

**Supervision Exercised:**

Supervise a team of six technical professionals (four MIT employees and two contract) responsible for hardware and software used in the teaching, learning and collaboration activities of 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:**

- Strong technical diagnostic skills and demonstrated ability to manage "crisis" incidents.
- College degree (Masters or Professional preferred)
- 5+ years experience with increasing responsibility in the delivery of instructional technology
- Demonstrated project management skills on large, complex projects, especially multimedia projects.

- Strong experience managing internal and external service partners.
- Outstanding technical skills with a range of audio-visual technologies, including audio and video switching, projection, control system interfaces (Crestron), video and audio recording and distribution and video conferencing.
- Demonstrated technical experience in the integration of AV and computing technologies, including computers for presentation, desktop video conferencing and other emerging areas of multimedia integration.
- 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.
- Outstanding communications skills. Ability to convey technical information in non-technical terms.
- 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.
- Must be available to work flexibly around room availability (early mornings, nights, weekends) occasionally.
- Ability to physically move quickly to get to classrooms in a timely manner.
- Some travel may be required to attend training or conferences, or to collaborate with vendors or peer institutions.

**Additional Comments:**

This position plays a critical role in providing a high quality experience for instructors and learners in the Sloan community. The individual is on call 24x7. The individual also plays an important leadership role as a key member of the CIO's Leadership team.