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(ALO)	% Effort or Weekly Hours: 100%
Date: September 1, 2020	

**Position Overview:**

Associate Director (AD), MIT Sloan Action Learning Office (ALO), will lead operational and curricular advancements in support of high-quality virtual and in-person experiential learning. The AD will collaborate with diverse stakeholders to curate, develop and enhance best practices in course delivery, develop and integrate effective technology-based tools and applications, and steward Action Learning (AL) data. The role requires strategic engagement and frequent interactions with Sloan’s leadership, faculty, staff, students, Sloan and MIT offices, external peers and other stakeholders.

Specifically, the AD will:

- Develop strong relationships within Sloan, across MIT, and with external constituencies and peer schools to engage and build upon the community of AL practitioners
- Collaborate with AL teaching teams to curate, evaluate, recommend and share processes, resources, and teaching methods in AL courses; partner with vendors to build or adapt value-added products and services to support teaching teams in their course delivery in both virtual and in-person environments
- Assess, recommend and oversee implementation of technology platforms and applications to support AL course operations and curricular enhancements ranging from minor enhancements to large-scale projects
- Steward AL data for use by the Dean’s office, the Office of External Relations, AL faculty, the Admissions Office and others, to support fundraising and alumni engagement, generate student and host interest, and raise the profile of the School in the discipline of experiential learning
- Collaborate with, advise, and gain consensus among faculty to develop performance measures that assess and improve the key goals of student learning, as well as outcomes for host companies
- Represent MIT Sloan Action Learning to a wide variety of audiences, including prospective/admitted students, hosts, alumni, peer school colleagues, and other stakeholders

The person in this position will:

- Build strong collaborative relationships with faculty, mentors, staff colleagues and external stakeholders
- Communicate concepts and ideas persuasively through documentation and presentations
- Take a strategic approach and demonstrate the intellectual curiosity and execution skills to identify and implement solutions, both independently and collaboratively



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

### ***1. Advancing Community of Practice and Stakeholder Engagement (40%)***

Given the fragmented Action Learning course landscape (15-20 courses offered across degree programs), the AD serves as a liaison between teaching teams, program offices, technology and educational services, institutional offices and others to facilitate exchange of information and practices:

- Evaluates, recommends, and implements operational practices to advance both remote and on-campus course delivery and gain a deeper understanding of learning processes and outcomes
- Provides documentation and timely process updates to teaching teams based on Sloan and MIT guidelines, such as contractual agreements, virtual engagement, travel norms, international safety practices, data security, risk management, diversity and inclusion, and related topics
- Plans, curates, facilitates community discussions and shares communication on best practices in virtual and in-person Action Learning, following internal and external (peer school) trends in the field
- Collaborates with the Sloan Office of External Relations, Media Relations, Communications, and Global Programs to develop targeted collateral and other communication pertaining to AL, and facilitates exchange of information
- Participates in events engaging current students, admits, prospective students, hosts and alumni to share the AL narrative, including student, host and virtual/onsite classroom experiences and impact
- Serves on relevant task forces or committees, making presentations at conferences, as well as to faculty, mentors, junior team members and others

### ***2. Strategic Operations Leveraging Technology (40%)***

To provide optimal AL experiences to students and teaching teams, course delivery operations, whether online or in-person, need to be effectively streamlined and supported. To that end, the AD:

- Comprehends and articulates both common and diverging curricular requirements of all Sloan Action Learning labs
- Manages existing Action Learning technology platforms and applications that are used for services such as host applications, student team formation and matching, pre- and post-course surveys for students, mentors and hosts, travel management and other topics
- Manages the development of online learning tools and modules to support Action Learning-specific components, such as virtual team and host engagement, data confidentiality, travel planning, etc.
- Facilitates data flow between Sloan and MIT systems such as Slate, Canvas, Sloan People Database (SPD) and other relevant databases to capture and preserve a comprehensive Action Learning data set
- Conducts gap analyses, designs, runs and evaluates pilot projects, and makes recommendations to ensure that Action Learning keeps pace with the ever-expanding digital landscape
- Partners with Sloan Technology Services (STS) to design and execute technology projects, works with teaching teams to integrate technology (where relevant) and monitor its effectiveness, and provides ongoing technical support to AL students, faculty and staff
- Evaluates external vendors and products for their ability to meet AL's technology needs; oversees vendor engagement and manages technology development projects
- Advances the knowledge and application of assessment tools based on AL learning goals; helps faculty incorporate tools into their courses to measure learning outcomes
- Engages with external peers to benchmark trends and share best practices on learning assessment



### **3. Data Stewardship (20%)**

The ALO collects, analyzes and stewards Action Learning data for a wide variety of audiences, including faculty, the Sloan Dean's Office, Office of External Relations, Admissions, program offices, and other stakeholders. This information is used to support fundraising and alumni relations, recruit project hosts and sponsors, attract students to all degree programs, raise awareness of the scope and scale of Sloan Action Learning, and profile MIT Sloan's contributions to the field of experiential project-based learning, among other objectives.

In this connection, the AD:

- Collects data from a variety of sources (e.g., MIT Data Warehouse, SPD, Canvas, Slate, surveys and faculty-provided information) for the AL database of record. This includes information about host organizations, project details (as permitted by NDAs), student and team information, course deliverables, survey results, and other data
- Is responsible for the ongoing maintenance and integrity of Action Learning's data collection
- Handles confidential information, following the guidelines of the MIT Written Information Security Program (WISP) when working with or sharing data
- Builds connections between disparate databases/systems to meet the evolving needs of Action Learning and its stakeholders; collaborate with STS to update, maintain, and expand or adjust the underlying database schema
- Analyzes data to generate reports and meet the information needs of diverse stakeholders, and answers specific questions regarding student experience and host engagement

#### **Supervision Received:**

- Reports to Director, Action Learning Office
- Receives advice from Assistant Dean of Student Services and Action Learning Faculty Director

#### **Supervision Exercised:**

- No direct reports; may supervise support/temporary staff occasionally or as needed
- Provides ongoing training to colleagues across the Action Learning community:
  - Partners with faculty and course administrators to inform, advise, train and support them in using technology solutions for their course operations
  - Trains Action Learning staff on optimizing operations with supported technology such as Canvas, SPD, Tableau, Qualtrics, Slate, etc.

#### **Qualifications & Skills:**

##### ***REQUIRED EDUCATION AND EXPERIENCE:***

- Bachelor's degree
- Minimum 3 years of administrative operations and/or project/program management

##### ***PREFERRED EDUCATION AND EXPERIENCE:***

- Bachelor's degree in Education, Educational Technology, or a STEM field
- Independent, self-directed driver requiring minimal supervision



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- Excellent analytical, critical thinking, problem-solving and persuasive communication skills
  - Technically savvy and able to quickly assess and learn new technologies; supports the culture of innovation and experimentation
  - Experience of leading/ working collaboratively with diverse constituencies having wide range of priorities and engagement; experience of leading technology projects is valued
  - Advanced project management skills with strong attention to detail
  - Ability to prioritize multiple tasks and work effectively and independently in a dynamic, fast-paced and challenging work environment with shifting priorities
  - Minor/certification or advanced degree in computer science, educational technology, or equivalent experience preferred
  - Experience in or understanding of student experience in a project-based learning environment
  - Experience in managing virtual student experiences is a strong plus
  - Proficient in relational databases (or can learn quickly), and able to efficiently organize and manage large amounts of structured and unstructured data
  - Experience with surveys and assessment of learning outcomes is valued

**Key Sloan Core Competencies:**

1. **Manages ambiguity and navigates change** while being comfortable and confident working in a fast-paced and changing environment
2. **Collaborates with others** while respectfully advancing organizational goals and achieving desired outcomes
3. **Fosters innovation and experimentation** by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches
4. **Focuses on impact and outcomes** while working to make a difference and achieve organizational goals

\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position 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.

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