

MIT Position Description

Job Title: Academic Program Administrator	Position Title: Assistant Director, Learner Experience, Innovation & Knowledge Management, Exec Education
Pay Grade: 7	% Effort or Wkly Hrs: 100%
Department: Sloan Executive Education	Reports to: Director, Learner Experience, Innovation & Knowledge Management

Hiring pay range \$68,540 - \$92,380

Position Overview:

The Assistant Director, Learner Experience, Innovation & Knowledge Management manages a portfolio of assigned initiatives that strengthen learner experience, program development, sales enablement, knowledge management, and continuous improvement. The role combines hands-on project and program administration with responsibility for identifying opportunities, developing solutions, influencing adoption, and building organizational capability across Business Development, Client Relations and Program Design team.

Working closely with the Director, this role serves as a key partner and integrator across projects. The Assistant Director supports and advances assigned initiatives from concept through implementation, analyzes feedback and operational data, and develops recommendations, tools, and practices that improve how teams design, deliver, and scale Executive Education programs.

The successful candidate is a curious, organized, and resourceful professional who can move comfortably between execution and higher-level problem solving. They can manage details, drive projects forward, synthesize information, tell compelling stories with data and other evidence, and contribute effectively when goals, timelines, and requirements evolve.

This role requires a hybrid work schedule with two days per week in the office and the remaining days available for working remotely. Flexibility in work hours may be needed to meet project deadlines and support program delivery.

Principal Duties and Responsibilities**Program Design, Development, and Learner Experience Enablement (35%)**

- Serve as a key partner to program directors and cross-functional teams by identifying opportunities to improve learner experience, operational effectiveness, knowledge sharing, and program development practices.
- Develop and manage proposal templates, workbooks, learning assets, engagement activities, toolkits, guides, and other reusable resources that strengthen learner and client experiences.
- Analyze and synthesize program, learner, operational, and market data to develop insights, recommendations, and compelling narratives that support stakeholder engagement, program improvement, and leadership decision-making.

- Partner with program, business development, and client-facing teams to improve consistency, quality, and usability of program and proposal materials across multiple engagements.
- Provide input into team priorities, project goals, and implementation approaches based on analysis of stakeholder needs, program feedback, and operational data.

Knowledge Management, Technology, and Innovation Systems (25%)

- Lead the governance and continuous improvement of knowledge management systems, shared resources, and digital collaboration environments that support program design, development, and delivery.
- Manage resource libraries, version control, content updates, documentation standards, and accessibility of shared materials to ensure information is accurate, organized, current, and easy to use.
- Identify, evaluate, pilot, and recommend AI-enabled and emerging technologies that enhance learner experience, team effectiveness, operational efficiency, and program development outcomes.
- Lead implementation and adoption efforts for new tools, technologies, and practices by engaging stakeholders, building alignment, facilitating knowledge transfer, and monitoring outcomes.
- Develop and maintain templates, forms, trackers, dashboards, guides, and workflow tools that improve consistency, visibility, and efficiency across projects and teams.
- Create process documentation, user guides, and adoption resources that support effective use of new tools, systems, and practices.
- Recommend improvements to knowledge-sharing practices, digital tools, and internal systems that support Executive Education's ability to design, deliver, and continuously improve programs.

Project Management (25%)

- Manage a portfolio of assigned learner experience, innovation, knowledge management, sales enablement, and continuous improvement initiatives aligned with Executive Education priorities, such as knowledge management systems, learner experience resources, program director toolkits, AI-enabled workflow pilots, and cross-functional process improvements.
- Lead cross-functional working groups and project teams, providing direction, coordination, and guidance to colleagues contributing to assigned initiatives.
- Establish project plans, define milestones and deliverables, manage timelines, clarify responsibilities, and drive execution from concept through implementation.
- Coordinate stakeholders, monitor progress, identify risks and dependencies, and recommend solutions that advance project objectives.
- Prepare project updates, summaries, decision documents, implementation plans, and briefings to support alignment, accountability, and informed decision-making.
- Participate in selected program deliveries to implement resources, observe learner and team experience, gather feedback, and identify opportunities for improvement.
- Design and implement assessment approaches for assigned initiatives, including collecting feedback, tracking adoption or usage, analyzing results, and recommending improvements.
- Serve as an integrator across teams by connecting information, resources, people, and processes that support effective program development, delivery, and improvement.



Emerging Initiatives and Experimentation (15%)

- Lead and support innovation initiatives, pilots, and exploratory projects that advance learner experience, operational effectiveness, and organizational capability.
- Evaluate new tools, resources, processes, and approaches; synthesize findings; and recommend next steps based on feasibility, impact, stakeholder needs, and alignment with team priorities.
- Collect, organize, and analyze ideas, feedback, lessons learned, and stakeholder input from programs, team discussions, pilots, and emerging initiatives.
- Capture and share insights from new approaches and pilot efforts to inform future planning, resource development, and implementation decisions.
- Foster knowledge sharing by engaging colleagues in contributing ideas, documenting practices, and applying lessons learned across programs and projects.
- Support a culture of experimentation and continuous improvement by helping the team test practical solutions, learn from implementation, and scale what works.

Supervision Received:

Reports to the Director, Learner Experience, Innovation & Knowledge Management. Receives guidance on priorities and objectives, with deliverables reviewed against short- to mid-term goals. Independently resolves complex problems within assigned project and operational areas, escalating broader policy, budget, or strategic decisions as appropriate. Collaborates with colleagues across Business Development, Client Relations, Program Design, program delivery, technology, and other internal teams on assigned initiatives.

Supervision Exercised:

No direct reports. May guide coordinators, temporary staff, vendors, or colleagues contributing to assigned projects or initiatives. May provide onboarding, training, or knowledge transfer related to tools, processes, and shared resources, and may lead cross-functional working groups where influence, coordination, and follow-through are required.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- **Education:** Bachelor's degree required in business, communications, instructional design, technology, organizational development, education, or a related field.
- **Experience:** Minimum of 2 years of academic administration experience required. Relevant experience in project management, program development, learning experience design, knowledge management, sales enablement, technology implementation, organizational effectiveness, executive education, corporate learning, or a related role.
- **Project Management:** Demonstrated ability to manage projects and initiatives from concept to implementation, including defining deliverables, coordinating stakeholders, managing timelines, identifying risks, and driving follow-through.
- **Communication:** Strong written, verbal, visual, and data storytelling skills, with the ability to synthesize information and create clear, useful materials for different audiences.
- **Technology and Tools:** Experience using Microsoft 365 and other digital tools to support collaboration, documentation, project execution, resource development, and process improvement; ability to learn and apply new systems independently.

- **Knowledge Management:** Ability to develop, organize and improve shared resources, templates, documentation, and knowledge repositories that support team effectiveness.
- **Analytical Thinking and Judgment:** Ability to gather, synthesize, and analyze information from multiple sources; assess feasibility and impact; identify insights; and translate findings into recommendations, resources, or decision-support materials.
- **Collaboration and Stakeholder Management:** Ability to work effectively across teams, build productive relationships, manage competing priorities, and move work forward in a changing environment.
- **Initiative and Adaptability:** Demonstrated ability to take ownership of assigned work, operate with ambiguity, solve problems, and adapt as priorities, timelines, and requirements evolve.
- **Work Schedule:** Ability to work a hybrid schedule with two days per week on campus and flexibility in work hours as needed to meet project deadlines or support program delivery.
- **Confidentiality:** Deals with confidential information and/or issues using discretion and judgment.
- **Values:** Role required to exemplify and uphold the MIT Executive Education values of People, Trust & Respect, Learning & Ideas, Operational Excellence, and Sustainability.

PREFERRED EDUCATION AND EXPERIENCE:

- Master's degree
- Experience in executive education, corporate learning, client service, program management, or a program-based environment.
- Experience supporting or leading product development, program design, learning experience design, instructional design, or learner/client experience initiatives.
- Experience developing presentations, templates, workbooks, toolkits, reports, dashboards, or other stakeholder-facing materials.
- Experience using project management, workflow, knowledge management, creative, or AI-enabled tools such as Asana, SharePoint, Adobe Creative Suite, Canva, Copilot, or large language models.
- Experience contributing to or managing cross-functional projects involving program, sales, operations, client-facing, technology, learning, or innovation teams.
- Experience supporting change management, adoption, process improvement, or implementation of new tools, workflows, or practices.
- Demonstrated interest in emerging technologies, experimentation, continuous improvement, and practical innovation in learning or organizational settings.

Competencies: Initiative and Accountability; Problem Solving and Decision Making; Adaptability and Resilience; Communications; Collaborating and Building Relationships; Managing Work; Leading Through Influence; Strategic Thinking

*** 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.*