
MIT Job Description

Job Title: Mgmt 4, IT Generalists	Position Title: Director of Technology, Systems & Data, Executive Education
Reports to: Managing Director, Public Programs Executive Education	% Effort or Wkly Hrs: 100%
Department: <i>Executive Education</i> , Sloan School of Management	Grade 12

Hiring pay range: \$144,505 - \$195,900

Position Overview:

The Director of Technology, Systems & Data serves as the technology and data leader for MIT Sloan Executive Education (MSEE), with end-to-end accountability for technology strategy, architecture, data governance, and digital innovation across the organization.

The Director sets the long-term vision and multi-year roadmap for MSEE's digital ecosystem, ensuring alignment not only with business objectives but also with MIT Sloan and Institute-wide technology, data, and ERP strategies. The Director operates at a leadership level, representing MSEE in cross-Sloan and Institute governance forums.

The role has full accountability for a complex, multi-platform enterprise environment for MSEE (including Salesforce, Commerce Cloud, Marketing Cloud, MuleSoft, Tableau, Canvas, and future platforms), ensuring that systems are scalable, interoperable, secure, and architecturally coherent. This includes ownership of enterprise architecture principles, integration strategy, and platform lifecycle decisions. While Salesforce and Canvas are currently core platforms, this role is responsible for maintaining a platform-agnostic perspective and evaluating future technologies to ensure the long-term flexibility and sustainability of the MSEE technology ecosystem.

The Director will lead internal technical teams and external partners and is accountable for delivering measurable business impact through technology, including growth, operational efficiency, and enhanced learner and client experiences.

This position establishes and enforces data governance standards within the MSEE ecosystem, aligned with Sloan and MIT institutional standards, ensuring data quality, integrity, and consistency across MSEE systems and integrations. Technology architecture, integration, and platform decisions are developed in partnership with Sloan Technology Services (STS) to ensure alignment with Sloan and MIT standards, security, and shared infrastructure. As Sloan develops its IT governance and planning processes, this role represents MSEE's technology interests within them, ensuring MSEE's direction is aligned with the School's.

Principal Duties and Responsibilities (Essential Functions):**

Technology Strategy & Architecture (30%)

- Develop and implement the multi-year technology strategy and strategic architecture roadmap for MSEE, aligned with Sloan and MIT priorities
- Directs all infrastructure, support, maintenance, and operations of IT systems and platforms for MSEE.
- Establish and govern enterprise architecture standards, ensuring scalability, flexibility, interoperability, and long-term sustainability
- Serve as the senior technology advisor to Executive Education leadership, contributing to strategic planning and investment decisions
- Represent MSEE in Sloan and Institute-wide technology governance, influencing broader architectural and platform decisions
- Lead evaluation and selection of technology platforms and major technology investments, including build vs. buy decisions
- May partner with STS and Central IS&T on technology decisions

Data Strategy, Governance & Institutional Alignment (20%)

- Define and lead a data strategy spanning governance, architecture, analytics, and compliance
- Establish MSEE as a trusted data steward within MIT, ensuring alignment with Sloan and Institute data policies and regulatory requirements
- Drive data standardization and integration across MSEE systems, including MIT ERP alignment
- Own data risk management, including privacy, security alignment, and audit readiness
- Enable cross-unit data interoperability and reporting consistency
- Oversee data lifecycle management, including data ingestion, transformation, storage, and usage and ensure data quality, integrity, consistency, and security across the MSEE ecosystem

Platform Ecosystem & Enterprise Integration (15%)

- Technology architecture, integration, and platform decisions are developed in partnership with STS to ensure alignment with Sloan and MIT standards, security, and shared infrastructure
- Own the end-to-end integration strategy and architecture across all MSEE systems and external partners
- Implement enterprise integration standards and governance models for API and middleware usage
- Lead large-scale system transformations for MSEE, including major platform migrations and implementations of new business applications and digital systems
- Ensure ongoing reliability, scalability, testing, management and long-term performance of the ecosystem
- Manage MSEE's integration with MIT's new Institute-wide ERP system, in partnership with STS and the broader Institute program

Analysis, Insights & Business Impact (15%)

- Define and lead a comprehensive analytics and business intelligence strategy tied directly to revenue growth, program performance, and customer lifecycle
- Establish enterprise KPIs and performance frameworks across marketing, enrollment, and program delivery

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- Ensure analytics directly informs executive decision-making and strategic planning

Build advanced capabilities in predictive analytics, segmentation, and performance optimization

Leadership, Operating Model & Investment Management (10%)

- Build and lead a scalable technology and data organization, including developers, administrators, and analysts
- Define the operating model for internal vs. external delivery, including vendor strategy and workforce planning and ensuring the right balance of resources
- Partner with senior leadership to prioritize initiatives based on strategic impact and financial return
- Own technology investment planning, budgeting, and ROI evaluation across all MSEE systems
- Establish IT policies and standards for MSEE and ensure successful adoption
- Form, manage, and leverage strategic relationships with key IT vendors

Digital Innovation, AI & Transformation (10%)

- Analyze technology trends and assess impact of emerging technologies on MSEE's business
- Lead a digital innovation agenda, identifying and scaling transformative technologies
- Define the strategic role of AI across MSEE, including automation, personalization, and decision support
- Sponsor pilot-to-scale AI and innovation initiatives, ensuring measurable impact
- Position MSEE as a leader in technology-enabled executive education delivery

Perform other duties as assigned.

Supervision Received:

The Director of Technology, Systems & Data reports to the Managing Director, Public Programs, Executive Education. This role operates with broad strategic autonomy and is responsible for setting strategic direction, managing priorities, and ensuring alignment with departmental goals. The role partners closely with STS on technology architecture, integration, security, and shared infrastructure, and participates in Sloan's IT governance and planning processes as they develop.

Supervision Exercised:

This position will be responsible for building out and managing the internal team of MSEE technical staff and overseeing the work of external vendors, consultants, and contractors supporting the MSEE technology ecosystem.

Qualifications & Skills:

Required Qualifications:

- Bachelor's degree required; advanced degree preferred
- Minimum 10 years enterprise technology, digital platforms, data strategy, or relevant experience required.
- Minimum 7 years of leadership experience

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- Demonstrated experience overseeing complex, multi-system technology environments
 - Proven track record leading large-scale digital transformation efforts
 - Experience operating in complex, multi-stakeholder environments
 - Strong expertise in data governance, enterprise integration, and analytics strategy
 - Experience managing significant vendor ecosystems and technology budgets
 - Ability to translate business needs into technology strategy and solutions

Preferred Qualifications:

- Experience with Salesforce ecosystem products (e.g., Commerce Cloud, Marketing Cloud, Experience Cloud)
- Familiarity with learning management systems such as Canvas
- Experience working in higher education, professional services, or similar environments
- Experience with AI-driven tools, analytics platforms, or data science applications
- Experience with DevOps practices, system architecture, or enterprise data platforms

Competencies:

- **Lead:** Focuses on impact and outcomes while working to make a difference and achieve organizational goals; influences others by gaining commitment, buy-in, and support; initiates and sustains change that creates value
- **Manage:** Supports a culture of experimentation by creating a safe environment for risk taking; manages people and teams by providing direction, support, and encouragement to accomplish organizational goals
- **Collaborate:** Works towards team success with humility, as both a member and a leader of formal and informal teams; collaborates with others while respectfully advancing organizational goals and achieving desired outcomes
- **Engage:** Fosters 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.*