



MIT Position Description

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| Job Title: Program & Project Coordinator | Position Title: Operations and Data Coordinator, OER, Administration and Operations |
| Reports to: A&O Project Manager | % Effort or Wkly Hrs: 100% |
| Department: Sloan OER, Administration and Operations | [REDACTED] |
| [REDACTED] | [REDACTED] |

Position Overview:

The Operations and Data Coordinator provides data and administrative services to OER and a variety of Sloan stakeholders external to OER. Working independently, as well as in collaboration with MIT AA, MIT RD, and others, to acquire data, s/he serves as a key resource in ensuring data integrity and data management through the vetting and submission of data requests, cleaning, and augmentation of data files, troubleshooting of data issues, training stakeholders on best practices related to data clean up, and updating of entity data in Advance. Additionally, s/he will provide administrative duties to the A&O team including serving as back up to the A&O Admin on certain administrative processes. The coordinator also leads A&O’s use of the Service Now ticketing system. The coordinator will use information about ‘help desk contacts,’ to identify training opportunities and suggest process improvements to improve stakeholder satisfaction and to reduce ticket volume.

Principal Duties and Responsibilities (Essential Functions**):

OER Data Delivery and Reporting Tasks (60%)

- Monitors the ‘A&O’ ticketing system to ensure timely categorization, assignment, documentation, and closing of tickets.
- Compiles ticketing reports for discussion at weekly A&O team huddles. Compiles and monitors key performance indicators and metrics results for ticket resolution.
- Requests data as needed from a variety of sources (including Sloan Technology Services, MIT AA, and MIT Resource Development) to meet business needs.
- Independently runs reports and extracts from the OER CRM (currently Advance) and other systems (such as Tableau, Sloan People Database, etc.) to meet OER data needs.
- Performs meticulous data cleanup and population of key data in Advance in accordance with OER data policies.
- Trains end users within functional areas to complete data request forms as well as perform subsequent data clean-up and proofing tasks.
- Maintains a calendar of recurring data coding tasks and ensures timely and accurate updates of the CRM.
- Ensures timely CRM updates of volunteer and event data.
- Understands and ensures OER’s adherence to MIT’s privacy and confidentiality policies including communicating with and training end users on related policies and procedures.

Help Desk and Operations (30%)



- Records tickets for all A&O 'help desk' questions, research solutions when necessary and maintains a knowledge base for commonly asked questions.
- Serves as an expert in remote and audio-visual tools within OER and ensures stand up, all staff meetings, etc. have hybrid access capabilities.
- Retrieves checks received by OER and ensures timely courier delivery to the appropriate office for data entry; maintains a log of all checks; oversees reconciliation of transactions made through the OER SAF credit card machines.
- Develops/maintains expertise and serves as a super user, troubleshooting and training resource for MS applications (Excel, Word, Outlook, PowerPoint), including the ability to create Word merges, pivot tables, charts, advanced formulas in Excel, as well as other applications; develops and maintains expertise in utilizing data visualization and reporting tools such as Tableau.
- Identifies opportunities to streamline processes and makes improvement recommendations.

Other (10%)

- Provides general administrative support to the A&O team and back up support for other team members as needed.
- Documents data-related policies and procedures and develops/maintains knowledge base of solutions to commonly asked questions/problems.
- Maintains a strong understanding of applications and platforms used by OER (including but not limited to Slack, Tableau, Trello)
- Delivers or facilitates delivery of applicable data and technical training to OER staff.
- Understands and ensures compliance with MIT's data security and privacy policies.
- Participates in reporting Admin & Ops team operations work on the Leadership Team visual board during stand up, staff meetings, and retreats as appropriate.
- Other duties as assigned.

Supervision Received:

Receives supervision from the A&O Project Manager.

Supervision Exercised:

None.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

Bachelor's degree

2+ years of administration/technical experience, preferably in a university setting.

Strong technical skills including proficiency in MS Office, particularly Excel.

Ability to troubleshoot technical issues; ability to manage multiple tasks efficiently in a high-pressure environment; meticulous attention to detail.

Strong customer service skills.

PREFERRED EDUCATION AND EXPERIENCE:

Experience using CRMs/fundraising systems such as Advance.

Development and MIT experience desired.



Top Sloan Competencies

Collaborates

- Collaborates with others while respectfully advancing organizational goals and achieving desired outcomes



- Communicates openly and effectively by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school
- Holds self and others accountable to agreed-upon outcomes and deliverables
- Takes initiative to support team deliverables
- Adjusts priorities in response to pressing and changing stakeholder needs

Contributes

- Manages ambiguity and navigates change while being comfortable and confident working in a fast-paced and changing environment
- Demonstrates desire and drive for learning that enhances individual performance and contributes to organizational effectiveness
- Is self-directed and proactive while advancing work and achieving results
- Prioritizes own work to align with organizational goals
- Consistently delivers on goals, commitments, and priorities with high standards
- Prepares for discussions, meetings, and assignments in advance
- Anticipates needs and takes action
- Is tenacious and resourceful; finds a way forward
- Takes the next step to solve problems independently by presenting analyses, recommendations, and solutions
- Makes time to think and explore in addition to successfully executing tasks
- Identifies possibilities, translates ideas into action, and improves the way things gets done; makes a difference

Leads

- Applies original thinking, expertise, and professional experience to solve problems and to suggest new options and approaches
- Identifies and gathers the information needed to solve a problem effectively
- Recognizes possibilities and opportunities and takes steps to advance them
- Gains agreement on the nature and root cause of problems before moving forward

** 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.