

MIT Job Description

Job Title: Director	Position Title: Director of Application and Data Services
Reports to: Chief Information Officer	Department: Sloan Technology Services

Position Overview:

Reporting to the MIT Sloan Chief Information Officer, the Director of Application and Data Services leads the ongoing design, development, implementation and support of applications, databases and data integration solutions to meet the diverse information needs of the Sloan community. This includes developing a deep and broad understanding of faculty, students and staff needs and expectations, accounting for higher education and industry trends in information management and proposing, and energizing support for, a clear path that expands the school's use of data as a strategic asset.

The incumbent will work closely with Sloan Technology Services (STS) colleagues, within Sloan and with the broader MIT community to coordinate the delivery and support of mission critical application and database services. In addition to extensive enterprise information management experience this role requires excellent leadership skills and demonstrated success in driving transformational change. The incumbent must be able to help develop and communicate a clear data management vision and articulate strategic priorities for management and delivery of data throughout the school. They will need to be self-motivated and have demonstrated ability to energize others towards achieving the vision.

Principal Duties and Responsibilities (Essential Functions):

- Delivery of Application, Database and Integration Services
 - Manage the delivery of the Sloan intranet/portal application environment “MySloan”, the underlying enterprise reference database – “Sloan People Database (SPD)”, and related systems and services.
 - Design and implement robust processes, standards and procedures to ensure that the integrity, quality and security of data is maintained.
 - Manage the development and deployment of new applications and enhancements/upgrades to existing applications. Establish application deployment and release management processes and protocols.
 - Perform technology assessments, develop application inventories, and leverage current trends to optimize solution delivery model. Apply application development and project management best practices to guide technical staff on priorities and day-to-day operations.
 - Oversee the mapping of data sources, data movement, interfaces, and analytics, with the goal of ensuring data quality.
 - Collaborate with analysts, developers, and system owners in the testing of new software programs and applications.
 - Create and/or use effective metrics to support fact-based decision-making and drive results.
 - Work with the manager of the STS Helpdesk on streamlining support for application and information management issues. Integrate customer service and support with the application development process to provision resolution of customer issues and improve application usability.
 - Work with the STS Infrastructure, Operations and Security team to coordinate monitoring of and response to application outages.
 - Collaborate with STS colleagues to create strategies and plans for data security, backup, disaster recovery, business continuity, and archiving.
 - Prepare budgets and ensure appropriate cost controls are in place. Manage capital and operating budgets to meet agreed targets.

- Work closely with MIT's central IT organization, Infrastructure Services and Technology (IS&T) with regard to centrally provided services such as enterprise applications and integration software.
- Provide Strategic Application and Data Management Leadership
 - Develop a deep understanding of the needs of faculty, students and staff across Sloan with regard to use of data.
 - Catalog and gather consensus around existing shortcomings and challenges of how information is managed across the school. Foster a common understanding within the Sloan community of the opportunities of realizing the value of data. Develop strategies for increasing data access and consumption.
 - Help drive the development of a vision and strategic plan for data stewardship, information architecture and governance that will meet the current and future needs of staff, faculty and students at MIT Sloan.
 - Research and evaluate emerging technologies and develop deep understanding of cloud-based computing, mobile, social and big data trends. Develop effective strategies for delivering information to mobile platforms.
 - Guide the procurement of application software and data management products and services.
 - Develop and deliver standards for data architecture in conjunction with data users, department managers, and other key stakeholders.
 - Responsible for improving data quality through the use of tools, metrics, and establishment of quality assurance processes.
- Team Leadership
 - Lead the Application & Database Services team. Establish priorities, timelines, and ensure appropriate resources are available. Manage/Guide the work and performance of five developers/business analysts/project managers and occasional 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.
 - Builds strong productive working relationships with IS&T staff.
 - Be a role model, leading by example.

Supervision Received:

This position reports to the MIT Sloan Chief Information Officer and works closely in the coordination of activities with peers on the STS senior management team.

Supervision Exercised:

Supervise a team of five technical professionals responsible for application design and development and database management. 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 providing 2 way feedback.

Qualifications & Skills:

- Bachelors College Degree (Masters preferred).
- 7+ years experience with increasing responsibility in IT management, including supervisory experience
- Broad functional and architectural knowledge of enterprise, n-tier, client/server, and desktop software technologies, including:

- .NET development tools.
- Development methodologies and practices.
- Middleware and Application Server technologies.
- Security technologies.
- Database technologies.
- Data warehousing and Business Intelligence technologies.
- Portal technologies, esp. MS SharePoint.
- Messaging and integration technologies.
- CRM technologies, esp. Salesforce.com.
- Business process management.
- Web services and emerging standards.
- MS SQL Server, .NET, AD, LDAP, XML, and Software Quality Assurance highly desirable.
- Experience managing/coordinating remote development resources.
- Application architecture, software development and database management experience.
- Ability to understand technology and solutions in terms of relevance and impact on the business of the school.
- Superb problem solving capabilities and technical aptitude; able to analyze complex issues and articulate and or apply solutions in an appropriate manner.
- Experience with vendor selection and vendor management.
- Proven project planning and management experience.
- Superior written and oral communication skills.
- Strong interpersonal and consultative skills.
- Willingness to make training and professional development a high priority.
- Ability to present ideas in user-friendly language.
- Experience working in a team-oriented, collaborative environment.
- The ability to work well in an academic setting and be comfortable with the tempo of the academic calendar. Must have a high degree of professionalism, diplomacy and sensitivity to the needs of an academic environment.

Additional Comments:

Sloan Technology Services' purpose is "To enable Sloan to excel in its mission by transforming the research, academic and administrative information landscape. We will achieve this by focusing on technology service excellence, being a strong strategic partner within Sloan and with the broader MIT community and continuously developing our own capabilities."

The role plays an important leadership role as a key member of the CIO's Leadership team.