
MIT Job Description

Job Title: Business Analyst 3	Position Title: Lead Project Manager/ Business Analyst
Reports to: Associate Director, Portfolio and Project Management	% Effort or Wkly Hrs: Full Time
Department: Sloan Technology Services/ Sloan Executive Education	

Position Overview:

The Lead Project Manager/Business Analyst position will be a part of both the Sloan Technology Services (STS) department and the Sloan Executive Education (SEE) teams. The individual in this position will lead a multi-year, multi-phase digital transformation project for Sloan Executive Education, utilizing Salesforce as the primary platform. SEE is hiring an external partner for design, development, and implementation, but needs an individual who will manage the project and the partner, looking out for MIT's best interest.

In this highly visible role, the Lead Project Manager/Business Analyst will manage the coordination and completion of all project phases on time, within budget, and within scope. She/he will oversee all aspects of all project phases, including planning, deadline setting, assignment of responsibilities, monitoring progress, and preparing and presenting status reports to the senior leadership team. The successful candidate will work directly with both internal and external resources and coordinate with other departments to ensure all aspects of the project are compatible and will recommend new resources if needed to fulfill project requirements.

As a Lead Project Manager/Business Analyst, she/he will lead STS peers and members of the Sloan community to utilize best practices of agile project management discipline, client relationship management, and demonstrate strong influencing, negotiation, conflict management, critical thinking and problem solving skills.

This is a two year term appointment.

Principal Duties and Responsibilities (Essential Functions):**

1. Oversee entire project lifecycle from proposal to operational transition using agile best-practice project management tools and techniques, focused on outcomes and impact.
 - Work with relevant stakeholders to define/refine project scope and objectives, ensuring technical feasibility
 - Oversee needs assessment utilizing a structured requirements process (i.e., gathering, analyzing, documenting, and managing changes) to prioritize business needs and recommends options, risks, and cost vs. benefits
 - Create and execute project work plans in the school's dynamic and fast-paced environment
 - Identify project dependencies and integration points
 - Proactively manage changes in scope/schedule/costs, monitor impacts to critical path, report and resolve issues

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- Clearly define and articulate project risk items to stakeholders in a way that is understood, proposing risk mitigation plans and resolutions
 - Make benchmarked, researched recommendations with contingency plans in place for potential adverse consequences
 - Lead cross functional teams, including third party software and professional services resources, in the development and successful completion of key project milestones
 - Negotiate conflicts and resolve issues around resource management
 - Champion gathering of information required for the level of effort analysis to estimate project/program cost, resources, time and deliverables
 - Ensure resource availability and manage allocation
 - Lead training efforts for solutions and ensure appropriate knowledge is transferred to IT service management operations and business users
 - Ensure all project phases are completed on time and within scope
 - Meet budgetary objectives and make adjustments to project constraints based on financial analysis
2. Develop, maintain, and/or update project documentation and regularly inform team members and stakeholders of project progress
- Create and maintain project plans/charters, schedules, communication plans, requirements, design specifications, user stories, test plans, test scripts, risk and issues logs, risk mitigation plans, training plans, proposals, presentations, and status reports
 - Review work statuses and discuss work progress and obstacles
 - Measure and analyze project performance and metrics, including the successful completion of short and long-term goals for each project phase
 - Inform stakeholders of potential problems and issues, and propose resolutions
 - Report and escalate issues to senior leadership as needed and help develop a “path to green” if any project phase goes into a red status.
 - Track and report on project budgets and change orders
 - Reviews and finalize training materials; provide technical expertise to stakeholders to improve policies, procedures, and guidelines and ensure best practices implementation
3. Engage SEE and STS peers to identify opportunities, analyze requirements, and evaluate/implement technology solutions for business improvements.
- Thought partner with members of the school community and project stakeholders on an ongoing basis. Set and continually manage expectations with project sponsors, team members and stakeholders. Communicate effectively with all levels of school's constituencies, including school's senior leadership and key stakeholders; students, faculty and staff
 - Identify needs for changes in practices, processes, structures, systems, techniques and tools
 - Research and design solutions, lead brainstorming sessions, manage proof-of-concept initiatives and aid project teams with ongoing best practices regarding user agile development, techniques, rollout strategies
 - Coordinate the work of third party contractors and consultants and internal resources. Ensure consistency in reporting, delivery, issue tracking and resolution in order to create the foundation for a seamless delivery of STS services during development, testing and roll out
 - Delegate project tasks based on team members' individual strengths, skill sets, and experience levels

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- Strive to identify synergies across IT initiatives across the school and the institute. Leverage active listening skills to introduce effectiveness and efficiencies in the school's business and transactional operations
4. Ensure that all proposed projects fit with STS and Sloan strategic goals, as well as technical and service management standards
- Practice and evangelize project governance best practices
 - Foster an environment of service excellence by serving as role model, mentoring colleagues and junior counterparts across the school
 - Partner with stakeholders to identify key business objectives and aid STS teams with ongoing best practices regarding user agile development, techniques, rollout strategies, and change management
 - Understand technical solutions from an end user perspective

Supervision Received:

This position reports to the Associate Director, Portfolio and Project Management, Sloan Technology Services, with a dotted line to Exec Ed; position requires ability to perform with minimal supervision.

Supervision Exercised:

This position does not have supervisory responsibility. However, this position will manage the efforts of project team members including consultants/implementation partners, software vendors, contractors, and Executive Education employees in order to deliver projects according to plan.

Qualifications & Skills:

The successful candidate will possess excellent written and verbal communication skills, and be able to successfully collaborate with project resources, handle competing priorities, and deliver projects using agile-like methodologies.

- Proven working experience managing Salesforce CRM implementation projects using agile methodologies
- Expert project management skills including project planning, risk mitigation, resource management, and budget oversight; project management certification preferred
- Working knowledge of Salesforce products including Sales Cloud and Marketing Cloud
- Salesforce integration experience including different business systems such as SAP and CMS, as well as experience working with integration tools such as Mulesoft
- Enterprise-level business process reengineering, implementation, and analysis experience
- Ability to easily communicate to a wide variety of audiences, both technical and business
- Broad knowledge of technology-related initiatives and an understanding of impact to the organization of such initiatives
- Demonstrates strong critical thinking to introduce data driven solutions. Expert business and technical analysis skills and independent problem-solving ability
- Ability to weigh business and technical requirements to ensure optimal use of resources

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- Demonstrates confidence and astuteness, able to build strong partnerships and drive collaboration between individuals and teams
 - The ability to multi-task, work with multiple internal teams at a time and efficiently manage their individual needs during different delivery stages
 - Experience working both independently and in a team-oriented, collaborative environment is essential
 - Continuously takes initiatives and shows strong individual accountability
 - Must be motivated to learn new technologies
 - Experience with technical integrations including familiarity with API and web service technologies data mapping
 - Ability to understand and deep dive into technical issues
 - Ability to manage ambiguity and navigate change
 - Strong experience with testing strategy development and execution
 - Fosters an environment of innovation and experimentation

Years of Relevant Work Experience Required: 7+

Bachelor's degree in related field required.

** 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.