



Program Head for Technology Support Services

The MIT Libraries and Digital Library Services seek an organized, resourceful individual to coach and mentor a growing team that leads (and acts as lead facilitator for) the design, delivery, and management of IT Services to support the Libraries' operations and meet its technology and user needs.

Reporting to the Department Head for Information Technology Services, the Program Head will use a set of well-defined best practices (based on the ITIL framework), and is responsible for leading the development, implementation, and continuous improvement of IT Service Management (ITSM) processes; as well as establishing, measuring, and reporting on Key Performance Indicators (KPIs) related to services, processes, operations, and delivery.

Through program management, resource management, and technical leadership, the Program Head manages the Technology Support Services (TSS) team in advancing the Libraries' vision of building a platform for the creation, discovery, use, dissemination, and preservation of knowledge that is fully open and equitably accessible.

RESPONSIBILITIES INCLUDE:

Team Management (40%)

Team Leadership

- Leads and directs the development of the strategic goals for the Technology Support Services team, their major time frames and a definition of major deliverables to address needed goals and outcomes.
- Directs the development, review, and approval for work plans, their contents and baselines, and identification of and execution of needed re-planning efforts.
- Monitors all project executions for the Technology Support Services team, intervening when necessary to review the current state and direct adjustments to plans and execution.
- Manages the improvement of processes that impact customer satisfaction and relationships.

Staff Management

- Manages or guides non-exempt and/or individual contributor staff.
- Establishes measurable individual and team objectives that are aligned with the Libraries and directorate goals.
- Provides day-to-day management or influences the work of staff to resolve short-term operational issues and meet standards and targets.
- Articulates job expectations for the Technology Support Services team, and delegates job responsibilities to staff.
- Meets regularly with the Technology Support Services team to discuss work progress and address obstacles.
- Provides advice, guidance, encouragement and constructive feedback to the Technology Support Services team.

- Has authority over or provides input on performance evaluation, pay decisions and recruitment, subject to review and approval.
- Adheres to organizational practices for staffing, EEO, diversity, performance management, development, reward and recognition, and retention.

Workforce Planning

- Identifies the roles, skills, and knowledge required to achieve the goals of the Technology Support Services team
- Ensures staff have the resources and skills needed to support all work initiatives within the assigned team or function.
- Participates in Libraries technology workforce deployment activities.

Information Technology Service Management (ITSM): (40%)

Partnerships and Collaboration

- Lead the design and implementation of ITSM strategies, policies and procedures, and technical standards and methods
- Coordinate the maintenance and expansion of the Service Catalog.
- In collaboration with internal partners, identify and implement appropriate tools to aid in the adoption of solid ITSM processes and best practices.
- Own and lead the execution of the process development and improvement roadmap for multiple ITIL processes to improve alignment and business outcomes.
- Identify, document and continuously improve all required operational procedures in accordance with established guidelines and practices
- Collaborate with technology service teams to create, monitor, and report on a comprehensive set of metrics and KPIs based on the IT service deliverables. Analyze the data and recommend improvements.

Vendor Management

- Provides advice and counsel to the vendor relationship decision-making and contract development processes.
- Reviews service provider performance.
- Identifies and confirms performance problems and notifies contract managers.

Change Management

- Embraces and executes organizational change through frequent communication to staff and clients about changes and their impact
- Consistently advocates for necessary technology change in service of the mission of the libraries.
- Coaches team members through organizational and technology changes.

Technology Leadership (20%)

Technology Management and Leadership

- Implements the operational components of the Libraries' IT strategy.
- Works with Institute and Libraries partners to understand business needs.
- Manages the development and implementation of Libraries' IT initiatives to support overall Institute strategy.
- Provides input to Libraries technology planning efforts.
- Manages Libraries technology solutions to ensure successful fulfillment of end user requirements, proper and accurate testing and sound implementation.
- Maintains and controls budgets, schedules and resources.

Governance

- Ensures team projects/programs fully cooperate with the organizational governance functions, and provides oversight and reporting required by Libraries’ technology governance policies.
- Ensures compliance with Libraries’ enterprise technology standards, governance processes, and performance metrics to ensure the team delivers value to the enterprise.
- Ensures adherence to policies.

QUALIFICATIONS:

Required:

- Bachelor's Degree in Information Technology, or relevant combination of education and experience.
- Minimum of 7 years combined relevant experience in a technology role, including a minimum of 3 years supervisory experience managing technology staff.
- Customer focused, responsive, and takes initiative to understand and meet customer needs.
- Excellent communication and interpersonal skills are a must.
- Experience implementing ITIL best practices in a complex environment.
- Experience with Jira Service Management or other modern ticketing system
- Works well independently and within a team, and is responsible for meeting committed deadlines.
- Ability and commitment to mentor, inspire, and motivate the team
- Empowers others by sharing information and delegating as appropriate.
- Must be able to lift and move computer and printer equipment, weighing 10 to 20 lbs.

We expect the candidate to be stronger in some qualifications listed above than others; we are committed to helping our future colleague expand their skills, as well as learning from their areas of strength

Preferred:

- Master’s Degree in Information Technology or equivalent.
- 10+ years of experience in a technology role, including 5 years of experience supervising and managing an IT team.
- ITIL 4 Foundation Certification.
- Experience in higher education, museums, or cultural institutions.
- Knowledge of and experience with project management methodologies and business analysis techniques.

HOURS:

Full Time, Exempt and Hybrid position, Monday – Friday, 8:00 a.m. – 6:00 p.m. (schedule to be determined)

PAY RANGE AND BENEFITS:

Pay Grade 11

109,690	145,375	181,035
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Likely hiring range is \$125k to \$145k. Actual based on qualifications and experience. MIT offers excellent benefits including a choice of health plans, a dental plan, tuition assistance and fully subsidized MBTA passes for local bus and subway service. The MIT Libraries affords a flexible and collegial working environment and provides opportunities for training and skill development.

APPLICATION PROCESS:

Apply online at: <https://hr.mit.edu/careers> applications must include cover letter and resume. Priority will be given to applications received by **April 14, 2023**; position open until filled.

ABOUT THE MIT LIBRARIES:

The MIT Libraries support teaching, learning, and research across the Institute, with millions of resources, deep expertise, and five campus locations where our community consumes and creates knowledge. Our organization is on an exciting journey of transformation, pursuing a digital-first model for research libraries and prioritizing an open scholarship agenda. We aim to exercise bold leadership in defining a model for research libraries in the future, with innovative spaces like the newly renovated Hayden Library and a focus on supporting data-intensive and computational research and learning.

We strive to do great things, powering the MIT community to solve complex problems in the service of humankind, and each member of our 146-person staff has a role to play in pursuing that vision. We're constantly adapting to the rhythms of a changing world, and we welcome candidates who can help us do that in thoughtful and strategic ways that center our mission and values.

MIT Libraries is an environment that welcomes anybody, any mind — including all genders — and particularly encourages applications from underrepresented minorities, women, disabled applicants, and veterans. Professionals who enthusiastically embrace the empathy, courage, self-reflection, and respect of a multicultural, diverse, and inclusive workplace and who strive to incorporate those values in their work and interactions are encouraged to apply.