MIT Libraries

Program Head for Enterprise Services

The Program Head for Enterprise Services is a well rounded technology leader who coaches and mentors a strong team responsible for the implementation, management, and support of enterprise systems and services; and supporting the Libraries' operations to meet its technology and user needs. The Enterprise Services' portfolio includes the library services and discovery platforms (currently Alma and Primo), institutional repositories (two instances of DSpace), Symplectic Elements, Aeon, Goobi, and others.

Reporting to the Department Head for Information Technology Services (ITS), the Program Head is responsible for leading the development, implementation, and continuous improvement of the library's enterprise services processes; as well as establishing, measuring, and reporting on Key Performance Indicators related to services, processes, operations, and delivery.

Through program management, resource management, and technical leadership, the Program Head manages the Enterprise Services 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:
Program Management for Enterprise Services (40%)
- Leads the development of the strategic priorities for the Enterprise Services team, their major time frames and a definition of major deliverables to address identified goals and outcomes.
- Directs the development, review, and approval of workplans, their contents and baselines, and identification and execution of needed re-planning efforts.
- Monitors all program project executions for the Enterprise Services team, progress to plan and production of major deliverables, 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.
- Ensures the Libraries' enterprise systems, processes, and metadata workflows are operating at optimal levels and that the uptime for critical production systems is on par with industry standards.
- Manages the product lifecycle for major enterprise systems in consultation with stakeholders and users as appropriate.
- Works with ITS Department Head to establish standards and best practices for managing the components of the enterprise systems portfolio, implementing policies to improve performance, resilience and security.
- Ensures tickets are resolved in a timely manner, continuously improving the customer's experience.
- Ensures that systems, processes and methodologies are maintained and followed to guarantee effective monitoring, control and support of the delivery of enterprise services.
- Monitors and evaluates the efficiency and effectiveness of enterprise service delivery methods and procedures.

Management of Technology Resources (40%)

- Manages the Enterprise Services team composed of the Enterprise Systems and Metadata Services units, with a total of 6 FTE: 4 direct reports, and 2 indirect reports (who are members of a union).
- Establishes measurable individual and team objectives that are aligned with the Libraries goals.
- Provides day-to-day management of the staff's work to resolve short-term operational issues and meet standards/targets.
- Articulates job expectations for the Enterprise Services team, and delegates job responsibilities to staff.
- Represents the team with different groups and advocates for inclusion of Enterprise Services perspectives and expertise in Libraries decision making and projects
- Provides advice, guidance, encouragement and constructive feedback to Enterprise Services team to support their ongoing performance improvement and professional development
- Has authority over performance evaluations, pay decisions and recruitment of Enterprise Services team members, subject to approval by senior leadership.
- Provides advice and counsel to the vendor relationship decision-making and contract development processes.
- Reviews service provider performance and recommends appropriate actions.
- Identifies and confirms performance problems and notifies contract managers.
- Identifies the roles, skills, and knowledge required to achieve the goals of the Enterprise Services team.
- Ensures team members have the resources and skills needed to support all work initiatives within the assigned team or function.
- Embraces and implements change through frequent communication to staff and customers about the change and the impact of the change (individual and Institute).

Technology Leadership (20%):

- Implements the tactical components of the Libraries' enterprise IT strategy.
- Works with Institute and Libraries partners to understand business needs, formulate and implement sound technology solutions
- Manages the development and implementation of Libraries' enterprise IT initiatives to support overall Institute strategy.
- Provides clarity on objectives, scope and organizational change management.
- Provides input to Libraries technology planning efforts.
- Manages Libraries' Enterprise solutions to ensure successful fulfillment of end user requirements, proper and accurate testing and sound implementation.
- Delivers solutions consistent with the current context of Libraries' overall architecture
- Maintains and controls budget, schedule and resources.
- Serves on relevant governance groups, and contributes to policy creation and execution
- Ensures compliance with Libraries' technology standards, governance processes, and performance metrics to ensure the team delivers value to the enterprise.

QUALIFICATIONS:
Required:

- Bachelor's Degree in Information Technology, or combination of education and relevant technology experience.
- Minimum of 7 years combined relevant experience in an IT role.
- Minimum of 2 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 with library systems and platforms, including digital repositories, and distinctive collections management tools.
- Knowledge of library discovery systems and the role of Metadata in powering and improving the user experience.

- Works well independently and within a team, and is responsible for meeting committed deadlines.
- Strives to build strong working relationships with peers, stakeholders, and customers across the Institute.
- Has the ability to inspire, motivate, and guide the team toward goal accomplishment.
- Empowers others by sharing information and delegating as appropriate.

Preferred:
- Master's Degree in Information Technology or equivalent.
- 10 years of experience or more, in a technology role.
- 6 years or more of experience supervising and managing a technology team.
- Experience with these systems: Exlibris Alma and Primo, DSpace, Aeon, Symplectic Elements,
- Experience in higher education, museums, or cultural institutions.
- Knowledge of and experience with project management methodologies and business analysis techniques.
- Experience managing in a union environment.

HOURS:
This is a fulltime, exempt position, Monday – Friday, 8:00 a.m. – 6:00 p.m. Exact schedule to be arranged with the manager. The position can be fully remote for a qualified applicant based in the United States.

SALARY AND BENEFITS:
Pay Grade 11:

$112,980	$151,080	$189,180

Typical hiring range for the role is $135k to $145k. Actual salary will depend on qualifications and experience. MIT offers excellent benefits including a choice of health and retirement plans, a dental plan, tuition assistance, and fully subsidized MBTA passes for local bus and subway service. Flexible work arrangements, including flex-time and telecommuting, are considered for positions that meet established criteria. The MIT Libraries is a collegial and supportive working environment and fosters professional growth of staff with management training and travel funding for professional meetings

APPLICATION PROCESS: Apply online via http://careers.mit.edu/ Applications must include a cover letter and resume. Priority will be given to applications received by January 15, 2023, position open until filled. MIT is strongly and actively committed to diversity within its community and particularly encourages applications from qualified women and minority candidates. Professionals who enthusiastically embrace the empathy, courage, self-reflection, and respect of a multi-cultural, diverse and inclusive workplace, and who strive to incorporate those values in their work and interactions are encouraged to apply. Please reach out to lib-hr@mit.edu with any questions regarding this role

BACKGROUND CHECKS: Employment is contingent upon the completion of a satisfactory background check

VISA SPONSORSHIP: MIT sponsors visas only for certain academic and research positions. MIT does not sponsor the following individuals for employment-based visas or for exchange visitor visas: students; technical, administrative, library, or support staff members; individuals with inadequate funding, insurance, or credentials; or those whose particular visa history precludes sponsorship.

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

December 2023

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 154 -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 any body, 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.

December 2023