



The mission of MIT is to advance knowledge and educate students in science, technology, and other areas of scholarship that will best serve the nation and the world in the 21st century.

The Institute is committed to generating, disseminating, and preserving knowledge, and to working with others to bring this knowledge to bear on the world's great challenges. MIT is dedicated to providing its students with an education that combines rigorous academic study and the excitement of discovery with the support and intellectual stimulation of a diverse campus community. We seek to develop in each member of the MIT community the ability and passion to work wisely, creatively, and effectively for the betterment of humankind.

THE SEARCH

The Massachusetts Institute of Technology (MIT), one of the nation's pre-eminent research universities, seeks a collaborative, results-driven leader to serve as the Senior Manager of Business Operations for the Department of Facilities (DoF).

The Senior Manager of Business Operations will report to the Director of Finance and Administration for the Department of Facilities (DoF) and support the Office of Campus Planning (OCP), which resides within the VP of Campus Services and Stewardship (CSS) team. This position will oversee, manage, and align functional groups responsible for strategic sourcing and contracting, IT services, capital program information management (e-Builder platform), and business systems and analytics.

MIT is in a time of exciting development, as it embarks upon the next stages of the transformative [MIT 2030 Plan](#), a \$5 Billion capital framework that aims to address facilities requirements through renewal and renovation, accelerate systematic capital renewal programs, and create a flexible science and technology research space that responds to innovative academic and collaborative initiatives. The Senior Manager will play a pivotal role in partnering with DoF and OCP senior leadership and a wide range of Institute stakeholders to review and evaluate business processes and identify opportunities to improve and streamline business performance with an eye toward delivering top quality customer service.

The DoF is seeking a Senior Manager with the ability to (1) build up technologies and efficiencies across business operations; (2) develop relationships and strengthen communication across internal teams and external partners; and (3) create a culture of innovation and impactful change in designing solutions to improve processes and better serve customers.

MIT has engaged the executive search firm Isaacson, Miller to lead this important search. Inquiries, nominations, and applications, which will remain confidential, should be directed to the search firm as indicated at the end of this document.

MASSACHUSETTS INSTITUTE OF TECHNOLOGY

MIT's first students enrolled in 1865, marking the culmination of an extended effort to establish a new kind of educational institution relevant to an increasingly industrialized nation. The MIT motto "Mens et Manus," Latin for "Mind and Hand," expresses the Institute's ideal of a productive continuum between

reflection and action. In the land-grant tradition, MIT promoted teaching coupled with research, focusing attention on real-world problems, and forging the notion of the teaching laboratory.

MIT is independent and co-educational, with a private endowment of over \$27.4 billion, a total annual operating revenue of approximately \$4 billion, and a workforce of approximately 11,855 on campus and 3,867 at Lincoln Laboratory. MIT focuses on scientific and technological research and is divided into five schools—comprising more than 30 academic departments as well as interdepartmental programs, laboratories, and centers—and one college. The schools include Architecture and Planning; Engineering; Humanities, Arts and Social Sciences; Science; and the Sloan School of Management. Fall of 2019 marked the opening of the MIT Steven A. Schwarzman College of Computing. The Schwarzman College is a bold initiative to accelerate pioneering research and innovation in computing, build a profound awareness of the ethical implications and societal impact of computing, and, above all, educate leaders for the algorithmic future.

MIT is located on the north shore of the Charles River Basin in Cambridge, Massachusetts on 168 acres that extend more than a mile along the Charles River. The central group of interconnecting buildings, dedicated in 1916, was designed by architect W. Welles Bosworth (Class of 1889) to permit easy communication among schools and departments.

DEPARTMENT OF FACILITIES

As stewards of the campus, the Department of Facilities creates, cares for, and powers MIT's physical environment while implementing high-performance solutions to maximize campus sustainability. The office builds, maintains, and optimizes campus structures and grounds, and provides the utilities and services necessary to advance the educational and research activities of the Institute. With over 800 employees, the department strives to provide a safe, well-functioning, and welcoming campus for the people who visit, study, work, and live within the MIT community. The department is comprised of three divisions: Finance and Administration, Campus Construction, and Facilities Operations.

Finance and Administration

The Senior Manager will directly report to the Director of Finance and Administration. The teams within Finance & Administration provide financial oversight and manage the processes and systems that enable the department to function efficiently and effectively. These teams include Applications & Information Technology Services; Business Systems, Reporting & Analytics; Capital Budgeting & Analysis; Finance & Accounting; and Procurement, Contracts & Vendor Management. The Parking & Transportation Office, also a part of this group, develops and manages commuter service programs and shuttle programs for MIT's 20,000+ faculty, students, and staff.

Campus Construction

Campus Construction manages the construction, renovation, and renewal of MIT's buildings, addressing the needs of our faculty, students, and staff while also enhancing sustainability. In consultation with academic and administrative leadership, Campus Construction identifies goals and manages projects ranging from complete new buildings and major renewals of existing buildings to redesigns and renovations of labs, departments, and other complex spaces. The team oversees a capital renewal effort that will improve the physical campus for years to come.

Facilities Operations

The Facilities Operations group consists of Campus Services & Maintenance, Engineering & Energy Management, Facilities EHS, and Utilities. As a whole, the group provides repair and maintenance services to all MIT buildings and facilities, on-campus engineering guidance and services for sustainable building systems, campus safety compliance services, and the management of all campus electricity, heating, and cooling resources.

THE ROLE

The Senior Manager of Business Operations will oversee four teams within the Department of Facilities: IT Services & Applications, Procurement/Contracting, Business Systems and Analytics, and e-Builder. Through strategic thinking and adaptive management skills, they will provide guidance and coaching, day-to-day supervision, and assignment direction across their teams. This includes conducting annual performance reviews and being responsible for pay and hiring decisions for the staff.

The Senior Manager will be responsible for building and maintaining strong working relationships with key stakeholders, while actively advising and interacting with all levels of management within DoF and OCP and other MIT departments, including the VP of Finance and VP of Information Systems and Technology. They will lead business critical projects and new initiatives that span across internal and external MIT teams.

The Senior Manager will oversee and support special projects, partnering with cross-functional teams to leverage best practices and establish and execute new policies and procedures as needed. They will promote institute goals around diversity, equity, and inclusion as it relates to sourcing and procurement, workforce management, and other business functions while engaging with other MIT departments focused on these efforts.

OPPORTUNITIES AND CHALLENGES

Build up technologies and efficiencies across business operations

The Senior Manager will develop and establish metrics and performance goals to inform process enhancements and improve the efficiency and effectiveness of a range of CSS business operations teams. They will partner with leadership and e-Builder users to facilitate improvements to workflow processes and procedures in support of effective capital projects management. They will also develop dashboards, process maps, and data-based management reports, and they will facilitate written communications to internal customers on new and enhanced business policies and procedures.

Develop relationships and strengthen communication across internal teams and external partners

The Senior Manager will oversee planning and daily management of the Business Systems, Reporting & Analytics group ensuring alignment with the work of other business units, maintenance of the department's financial systems in coordination with central IT, and supporting the data and analytical needs of DoF and OCP leadership and stakeholders. They will work closely with teams from across DoF and OCP, and the Office of General Counsel, overseeing the contracting and sourcing life cycle including

preparation of Request for Proposals (RFP), bid review, vendor selection process, and contract award for campus construction, campus planning, and operations projects and initiatives.

Create a culture of innovation and impactful change in designing solutions to improve processes and better serve customers

The Senior Manager will facilitate planning and daily management of the IT/Applications team in support of providing hardware and software resources to DoF and OCP stakeholders and developing and executing customer focused processes. Through innovative and strategic thinking, they will strengthen vendor governance and proactively support customer units in managing vendor performance through ongoing surveys and evaluations, as well as regular meetings with vendors and stakeholders to improve communication and enable problem-solving during the contract term.

SUCCESSFUL CANDIDATE: QUALIFICATIONS

The successful candidate will embody many of the following professional qualifications, skills, experiences, and personal qualities:

- Undergraduate Degree in Business Administration or Management, Operations Management, Information Systems, Finance, or related discipline.
- Minimum of 8 years of experience in business operations, program/project management, or similar field, including supervisory experience.
- Strong leadership and organizational skills and ability to think holistically and strategically.
- Experience and knowledge of multiple operational functions and principles including business process analysis, KPI setting and tracking, data-driven decision-making, customer service, and resource management.
- Experience with managing cross-functional teams and multiple projects and fostering teamwork and collaboration.
- Strong interpersonal skills to work successfully with all levels of the organization and ability to communicate effectively and give presentations.
- Ability to thrive in a fast-paced environment and work independently and proactively.
- Demonstrates initiative and strong analytical and problem-solving skills.
- Excellent attention to detail and exceptional ability to plan and execute new initiatives.
- Proficiency in Microsoft Office and advanced computer skills.

FOR MORE INFORMATION AND TO APPLY

Confidential review of applications and nominations will continue until an appointment is made. Applications, nominations, and inquiries should be directed via the Isaacson, Miller website for the search: <https://www.imsearch.com/open-searches/massachusetts-institute-technology/senior-manager-business-operations>. Electronic submission of materials is strongly encouraged.

Dan Rodas, Partner
Miguel Santiago, Senior Associate
Isaacson, Miller

MIT is an equal education/employment opportunity institution dedicated to building a diverse community. As part of our commitment to diversity, equity, and inclusion, we strongly encourage applications from women, minorities, individuals with disabilities, and veterans. We strive to be and promote a family-friendly environment and recognize that supporting this culture, at times, includes assisting dual-career couples with employment needs.