MIT Human Resources

MIT Position Description

Job Title: Mgmt 4, Admin & Operations, Non Acad	Position Title: Assistant Director, Operations
Pay Grade: 11	% Effort or Wkly Hrs: 100%
Department: Technology Licensing Office	Reports to:TLO Executive Director
Prepared by:	Date: January 2025

Position Overview

The Assistant Director, Operations is responsible for Bayh Dole and other sponsor compliance activities, optimizing operational aspects of technology transfer activities, including data management and integrity, IS/IT infrastructure, HR support and facilities management. The Assistant Director, Ops manages a team of staff undertaking these functions and plays a key role in driving efficiency and effectiveness in advancing the mission of the TLO. The role requires deep understanding of technology transfer operations, the Bayh Dole Act and other federal compliance obligations, the ability to foster and grow collaborative relationships; work closely with academic, sponsors, and other key partners; and serve as a highly competent and knowledgeable technology transfer resource to the TLO, the MIT community, and peer universities.

Principal Duties and Responsibilities (Essential Functions**)

Senior Leadership Responsibilities (10%)
- Serve as a thought-partner and advisor to the Executive Director on issues affecting the TLO, including interpretation of regulations, policies and procedures, and analysis of impact on TLO business.
- Collaborate with SMT to set and implement TLO strategy, goals and vision for the TLO.
- Promote collaboration and coordination with MIT and external stakeholders to advance TLO strategic priorities.
- Lead TLO committees and initiatives to further TLO strategic goals and priorities.
- In collaboration with Executive Director, lead partnership with IS&T project team to guide the design, development, and implementation of TLO technology resources (e.g. new Salesforce system for invention, IP, agreement, compliance and finance data management, and TLO functionality in Research@MIT app).
- Develop and implement policies and processes to effectively manage high-volume technology transfer operations, while ensuring continuous improvement to increase efficiency, transparency, and operational excellence of the TLO.
- Undertake specific projects and other duties as assigned by the Executive Director.

Operations Team Management (30%)
- Manage day-to-day TLO operations and provide oversight for sponsorship compliance, IT and database management, human resources, facilities, and other functions of the TLO.
- Manage and direct the Operations Team within the TLO, which includes support staff, individual contributor, and manager roles.
- Provide training, develop and articulate role expectations, assign projects, and manage workflow of the Operations Team.
- Develop and implement strategic goals for the Operations Team.
- Provide information, analysis, and guidance to the Operations Team to enable them to undertake their position responsibilities effectively.
- Manage Operations Team performance; coach and advise members on performance and professional development.
- Ensure documentation of TLO processes and best practices within Operations functional area.

Sponsor Compliance (25%)
- Monitor and improve TLO sponsor compliance program to ensure appropriate risk management, process management, and resolution of non-compliance.
- Maintain a thorough understanding of MIT's statutory obligations to U.S. government sponsors arising from funded research as required by the Bayh-Dole Act of 1980 (37 CFR 401), as amended (the "Act").
- Anticipate and understand emerging issues related to sponsor compliance.
- Recommend and implement necessary changes in policy and procedures to ensure compliance with the Bayh Dole Act and MIT policies.
- Collaborate with Research Administrative Services (RAS) and OSATT Core leadership to establish or improve cross-department processes and procedures related to sponsorship compliance.
- Oversee training of TLO staff on federal compliance obligations, sponsored research obligations, other compliance matters, and related processes.
- Oversee outreach efforts to educate researchers, students, and staff about their obligations to sponsors. When necessary, this includes providing guidance to MIT Departments to help them create and establish processes & procedures which help them meet their individual department's obligations related to sponsors and sponsored research alliances.

Data Management and Information Systems (20%)
- Ensure a safe, secure and reliable IT infrastructure to enable delivery of TLO services in a hybrid work environment.
- Develop and lead efforts to streamline TLO data and document management, including analysis of applicable policies, resource needs, feasibility, timeline, and change management & communications plan.

- Oversight of the TLO database system(s) for managing invention, patent, agreement and related financial information.
- Direct the development of robust audit processes and procedures, including quality control exercises to ensure data integrity, system performance and provide oversight for data clean-up projects.
- Stay well informed about developments in various internal and external systems such as iEdison, Atlas, Kuali-Coeus, Data Warehouse, HR related systems and SAP that impact TLO operations.
- Identify opportunities for IT/IS related improvements, analyze options, and potential impacts to determine recommended course of action.
- Oversee TLO archiving process and procedure to ensure MIT policies and standards are met.

Human Resources (10%)
- Provide human resources leadership to the Executive Director, SMT, TLO managers and staff.
- Create and maintain a respectful, supportive, diverse, and equitable environment that welcomes all and encourages staff participation.
- Develop and manage TLO recruitment and retention strategies.
- Collaborate with VPR, MIT Central HR/Compensation and other MIT partners on TLO human resources matters.
- Oversee matters relating to staff promotions, position reclassifications, salary adjustments (market, equity, increased responsibilities adjustments, etc.), annual salary review & merit increases, and creation of or renewal of contract, temporary or term roles at the TLO.
- Direct and provide guidance on employee relation matters, performance improvement concerns, onboarding, training and development of TLO staff.

Facilities (5%)
- Develop and implement processes for effective management of the TLO's space such as analysis of utilization, tracking of maintenance and repair issues, allocation of space, and lease renewal.
- Coordinate, or oversee coordination, of work of vendors or contractors.
- Oversee safety and security of facilities.
- Serve as liaison with Environmental Health and Safety, Boston Properties, and other Institute personnel.
- Ensure compliance with MITs and landlord's policies and procedures.
- Direct work related to purchasing and maintenance of office furniture and equipment, office supplies, supply vendors, and other office related activities.

Supervision Received

Limited supervision is provided by the TLO Executive Director

Supervision Exercised

Regular supervision of Operations Team (including HR, Data Management, Sponsor Compliance, Information Systems/Technology and Operations Support staff), including general guidance and day-to-day supervision. Also responsible for hiring, training, professional development, ongoing performance management, and conducting regular performance reviews for Operations Team.

Qualifications & Skills

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree is required.
- A minimum of 7 years of administration, operations or project/program management experience is required.
- U.S. citizenship or legal permanent residency status is required.
- Previous technology transfer experience in an academic/research environment, with a proven record of managing complex projects and cross-functional teams.
- Deep knowledge of federal rules and regulations, particularly the Bayh-Dole Act, as well as compliance best practices and trends in federal, foundation and industry sponsored research.
- Strong understanding of the technology transfer lifecycle and functional areas.
- Proven ability to develop and implement operational policies, processes and best practices.
- Excellent leadership, organizational and project management skills.
- Strong analytical and problem-solving skills with the ability to use data to drive decisions.
- Effective communication and interpersonal skills with the ability to engage and influence stakeholders at all levels.
- Experience monitoring data integrity in complex databases through quality checks, periodic data audits, verification reports, etc., and ongoing data management processes.
- Familiarity with federal and state employment laws and current Human Resources' principles, practices and trends.
- Ability to manage sensitive and confidential matters with discretion and professionalism.
- Proven ability to work independently and to exercise good judgment in the performance of all responsibilities.

PREFERRED EDUCATION AND EXPERIENCE:

- Advanced degree preferred.
- Technology transfer business operations experience in a large research university.
- Experience with Salesforce based systems and reporting.
- Familiarity with Personnel Policy Manual and Human Resources guidelines
- Experience managing facilities/office space.

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position 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.