
MIT Position Description

Position Title: Senior Operations Associate	Job Title: Administrative Assistant III
Reports to: Assistant Director, Operations	% Effort or Wkly Hrs: 40
Department: Technology Licensing Office	Prepared by: Lesley Millar-Nicholson
Date: 09/2026	

Position Overview:

The Senior Operations Associate is a critical role for the Technology Licensing Office (TLO) supporting new disclosure intake, invention case data management, thesis holds, digital file management, data clean up, and overall TLO Operations support. This position is responsible for managing new disclosure intake/case opening procedures and working directly with MIT faculty, staff and students to ensure data integrity of newly received invention disclosures. The Senior Operations Associate will manage the thesis hold program. This position will assist the Assistant Director of Operations with reviewing operational processes and policies related to new disclosure intake and will work with senior management to implement and maintain consistent policies in these areas. Additionally, the position will support the Assistant Director of Operations by managing special projects.

Principal Duties and Responsibilities (Essential Functions):**

New Case Coordination (65%)

- Examine and review new case entries in the TLO database ensuring that data accurately reflects TLO policies and procedures. Manage case related updates as needed.
- Ensure prompt data management and data integrity by completing Add/Delete Checklists and creating and updating Department Residuals calculations when needed.
- Work directly with faculty, staff and students to inform and advise them of TLO policies regarding new disclosure submission.
- Act as the primary liaison with TLO Senior Analyst Programmer, MIT IS&T and others to ensure TLO invention aspect of the Research@MIT app is accessible and problem free.
- Work with Licensing, IP and Finance teams to accurately create cases in the TLO database to manage non-licensing revenue and equity matters.
- Work with the Asst. Director for Operations to draft SOPs and set procedure changes for case entry as business needs evolve and change.
- Provide training on new case entry to staff in the Operations group, as well as necessary other case related training for Licensing and Business Development Associates.

Thesis Hold Management (20%)

- Manage all thesis holds for the department, thesis reports and act as TLO liaison with MIT Libraries to resolve anomalies and ensure theses are released in a timely fashion.
- Coordinate with and train Licensing staff on thesis procedures.

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- Interact directly with students to inform them of TLO policies regarding thesis holds. As appropriate, direct them to the Dean of Graduate Education when the thesis hold is not patent related.

Operations Support & Special Projects (15%)

- Responsible for ensuring new case entry requirements are met, working with TLO IT, MIT IS&T Program Managers and technical developer staff in the creation of the Salesforce (Shirley) database.
- Provide backup support for digital archiving.
- Assist with projects as requested by the Assistant Director, Operations.
- Prepare presentations and training videos for TLO staff, and as appropriate students and faculty on invention disclosure and case management processes.
- Support TLO senior management as a member of the Administrative Process Improvement Committee (APIC) (or subsequent TLO Committees) on matters related to job responsibilities.
- Be an active contributor to the development of the new Salesforce Database 'Shirley' providing superuser insights, testing roll outs in preproduction environment and providing ongoing feedback about functionality
- Be part of a data management and integrity group ensuring oversight of data entry and identifying areas of requiring improved controls and training for staff
- Participate in TLO onboarding activities as requested by the HR Administrator.

Supervision Received:

Assistant Director of Operations.

Supervision Exercised:

Qualifications & Skills:

- Minimum of 5 years of administrative, office or related experience required.
- U.S. citizenship or lawful permanent residency required.
- Prior experience in at least one of these areas is also required: administrative functions in an active technology transfer office, file management, database management, archiving, or project management.
- Experience working with and maintaining confidential documents and information.
- Meticulous attention to detail and accuracy.
- Excellent verbal and written communication skills.
- Strong organizational and analytical skills.
- Must be able to quickly learn complex, nuanced material.
- Experience organizing and processing information through the application of complex rules and guidelines.
- Strong interpersonal skills necessary to work on a multidisciplinary team in a highly collaborative environment.
- Excitement to work in a fast-paced, yet fun, and collegial environment.
- Self-motivated, highly dependable, independent worker with the ability to efficiently and effectively multitask, prioritize and problem solve.
- An ability to assess, research and triage information, make recommendations and propose process change is required.

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- High school diploma required.
 - Bachelor's degree preferred.

** 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.