'Consulting' Job Family

JOB TITLE	Consulting Technical Architect (Admin Level 5)	Consulting Business Systems Analyst (Admin Level 5)
Promotion Criteria	Demonstrated Institute and external leader in one or more areas of technical expertise. Demonstrated ability to influence direction and changes at the highest levels. Very high level of credibility within area of expertise.	Demonstrated Institute leader in business systems analysis – able to assess how IT can be effectively applied to solve business needs. Demonstrated ability to influence direction and changes at the highest levels. Very high level of credibility within area of expertise.
Position Overview Statement:	Coordinates significant IT projects (cost, complexity, future impact etc) related to one or more areas of technical expertise, typically involving a broad community of MIT and non-MIT team members and stakeholders. Applies expertise and vision to influence MIT IT directions.	Involved in significant IT projects related to solving significant MIT business issues (e.g. SAP/Payroll). Working with senior management, analyzes business needs; working with senior technical resources, analyzes technical options; communicates recommendations.
Principal Duties and Responsibilities	Duties will vary by position, and may include: Developing specifications for new educational platform. Developing strategic plan for network for the next 5-10 years. Pulling together higher ed community around calendaring options. Acting as MIT representative, presenting at conferences, industry forums Coordinate project staff	Duties will vary by position, and may include: Meeting with senior staff to understand business issues. Meeting with senior technical staff and/or vendors to understand technical options. Preparing presentations and proposals. Coordinate project staff.
Supervision Received:	General supervision – key deliverables, and high level project plans reviewed with manager	General supervision – key deliverables, and high level project plans reviewed with manager
Supervision Exercised:	May direct the work of staff, contractors, and non-MIT collaborators.	May direct the work of staff, contractors, and non-MIT collaborators.
JOB IMPACT:		
Overall Impact	Responsible for significant technical projects that could fundamentally change one or more components of the IT infrastructure or key IT services	Responsible for analyzing significant business process issues, and recommending IT directions that could fundamentally change how a major process is done
Budget Impact	Often multi-year project/activities, some of which may have significant budget impact	Often multi-year project/activities, some of which may have significant budget impact
Timeline	Projects generally span multiple years	Projects generally span multiple years
Complexity:	Work involves innovative or state-of-the-art technical issues;	Work involves innovative or state-of-the-art application of IT

	the highest level of complexity	to address business process issues; the highest level of complexity
Functional/ technical	Activities require deep technical knowledge in one or more areas, and sufficient breadth to understand how different technologies work together. Continual activity to maintain/improve knowledge. Also requires communication proficiency sufficient to influence diverse audiences and build/maintain technical credibility within the community..	Activities require the ability to develop deep business process knowledge and sufficient breadth to understand how different processes interact, as well as understanding when and how to apply technology work together. Continual activity to maintain/improve knowledge. Also requires communication proficiency sufficient to influence diverse audiences and building effective 'consulting' relationships.
Organizational/ political	Expected to deal with complex organizational and political issues; Knows how to build coalitions	Expected to deal with complex organizational and political issues; Knows how to build coalitions
Change Management	Activities/projects generally have a significant change management component	Activities/projects generally have a significant change management component
Stakeholders	Will vary based on project; typically MIT senior management or IS&T directors.	Will vary based on project; typically MIT senior management or IS&T directors.
Percent of Effort	Typically, most time is spent in project or research activities (i.e., little or no 'operational' responsibilities)	Typically, most time is spent in project or research activities (i.e., little or no 'operational' responsibilities)
QUALIFICATIONS/ TECHNICAL SKILLS:		
Knowledge, Skills & Expertise	Requires deep technical knowledge in one or more areas, and sufficient breadth to understand how different technologies work together. Continual activity to maintain/improve knowledge.	Requires the ability to develop deep business process knowledge and sufficient breadth to understand how different processes interact, as well as understanding when and how to apply technology work together. Continual activity to maintain/improve knowledge.
Critical Thinking & Problem-Solving	Identifies, develops, and initiates innovations and solutions where precedents and procedures frequently do not exist. Works cross-functionally to solve problems and implement changes. Analyzes decisions and actions for their support of the larger area's strategic direction. Work with senior management in addressing complex technical issues and changes in direction. Addresses problems that affect the Institute or higher ed as a whole. Charged with identifying causes and effecting solutions. Seeks opportunities for joint solutions of related problems with other areas.	Identifies, develops, and initiates innovations and solutions where precedents and procedures may not exist. Works cross-functionally to solve problems and implement changes. Analyzes decisions and actions for their support of the larger area's strategic direction. Work with senior management, resolving the most complex business process problems. Addresses problems that frequently affect the Institute as a whole. Charged with identifying causes and effecting solutions. Seeks opportunities for joint solutions of related problems with other areas.

Collaboration	Actively participates in, and frequently leads, cross-functional and/or higher ed groups to solve problems. Provides resources and organizational structure to promote collaborative initiatives. and holds groups accountable for results. Utilizes a network of relationships to collect and disseminate information, build support, and secure buy-in for desired objectives. Ultimately responsible for creating and ensuring a positive environment for solving problems. Leverages multiple teams, actively encourages inter-group cooperation. Creates widespread ownership of and commitment to strategic goals.	Actively participates in and frequently leads, cross-functional groups to solve problems. Provides resources and organizational structure to promote collaborative initiatives and holds groups accountable for results. Utilizes a network of relationships to collect and disseminate information, build support, and secure buy-in for desired objectives. Ultimately responsible for creating and ensuring a positive environment for solving problems. Leverages multiple teams, actively encourages inter-group cooperation. Creates widespread ownership of and commitment to strategic goals.
Communication Effectiveness	Handles broad-based, often complex, communication for internal and/or external audiences. Creates a forum and format for ongoing open communication within functional area, among departments and within the higher ed community. Handles conflict resolution to maximize opportunity and minimize exposure to risk. Seen in a public relations capacity externally regarding how technology advances the academic and research mission of the Institute, and internally regarding Institute technical trends.	Handles broad-based, often complex, communication for internal audiences. Creates a forum and format for ongoing open communication within functional area and among departments. Handles conflict resolution to maximize opportunity and minimize exposure to risk. Initiates complex communication to maximize the Institute's opportunity and minimize exposure to risk.
Decision Making	Makes recommendations on issues that affect Institute technical directions. Significant contributor to decisions related to the overall strategy and direction of IS&T and the Institute.	Makes recommendations on issues that affect Institute business process directions. Significant contributor to decisions related to the overall strategy and direction of the Institutes business processes.
Influencing and Leading	Provides technical leadership, and may also provide process and project leadership. Uses knowledge of MIT mission and technical prowess to develop objectives and goals. Uses direct and indirect influence to build support and consensus among diverse groups.	Provides business process leadership, and may also provide project leadership. Uses knowledge of MIT mission and business challenges to develop objectives and goals. Uses direct and indirect influence to build support and consensus among diverse groups.

Responsibility & Accountability	Work has Institute-wide impact. Job has sole responsibility for results in own area. Determines methods and systems to be used by others; recommends new initiatives. Results and project plans are reviewed as needed. Is responsible for establishing short- and long-term goals for others. Acts to create opportunities for desired change. Provides direct input to Institute-wide technical directions. Leads Institute-wide initiatives, constantly anticipating situations with broad and complex impact.	Work has Institute-wide impact. Job has sole responsibility for results in own area. Determines methods and systems to be used by others; recommends new initiatives. Results and project plans are reviewed as needed. Is responsible for establishing short- and long-term goals for others. Acts to create opportunities for desired change. Provides direct input to Institute-wide business process directions. Leads Institute-wide initiatives, constantly anticipating situations with broad and complex impact.