

INFORMATION SERVICES & TECHNOLOGY *guide to* HUMAN RESOURCES SERVICES *and* CONTACT INFORMATION

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: March 2010

ABOUT THIS GUIDE

This document is designed to be a quick guide to HR services available to staff and supervisors of IS&T at MIT. The HR services are grouped by function and sorted alphabetically. A table of contents and other information follows. This guide is not all-inclusive, but rather, a summary of key HR services. If you have questions related to HR services or support not listed here, please contact the IST HR Service Line at (617) 715-5162 or the IS&T HR email at ist-hr@mit.edu. In addition, contact information for individual members of the IS&T Human Resources Group can be found at the bottom of each page throughout this guide.

ABOUT IS&T HUMAN RESOURCES (HR)

The Human Resources (HR) group consists of experienced HR Professionals available to assist you including an HR Manager, two Senior HR Consultants. A brief description of the primary responsibilities of each position is listed below.

HR Manager

Responsible for ensuring IS&T staff and supervisors experience high quality and reliable HR services and support.

Senior HR Consultant

Responsible for providing employee relations and support of individual/organizational development activities.

Senior HR / Staffing Consultant

Responsible for staffing qualified technical and non-technical candidates and contributing to organizational development efforts

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
Steve Filipiak Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d	Ed Dolan Senior HR Consultant ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c	Ken Lloyd Senior HR / Staffing Consultant ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-216

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In theory there is no difference between theory and practice. In practice there is. ~ Yogi Berra

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BENEFITS	CONTACT		
<i>Related information:</i> http://hrweb.mit.edu/benefits/ http://hrweb.mit.edu/benefits/forms/ http://web.mit.edu/sapwebss/PS1/home.shtml	Senior HR Consultants ist-hr@mit.edu x 5-5162	Senior HR /Staffing Consultant	HR Manager
Benefits MIT offers (health, dental, retirement and savings, etc.)			
Determining benefits eligibility, enrollment, and changes requirements	●		
Benefit plan details, requirements, and forms	●		
Leave of Absence (including FMLA) requests or information	●		●
Information regarding MIT holidays, vacation accrual and use	●		
Reporting workplace accidents, injuries, and safety concerns	●		
Assistance with Work/Life issues	●		●
Employee Assistance Program (EAP) confidential counseling and support	●		●

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COMPENSATION	CONTACT		
<i>Related information:</i> http://web.mit.edu/hr/compensation/index.html	Senior HR Consultants ist-hr@mit.edu x 5-5162	Senior HR /Staffing Consultant	HR Manager
Questions related to salary or equity adjustments (process, eligibility, etc.)?			●
Questions about MIT/ IS&T pay and compensation philosophy, salary ranges?			●
Information regarding salary range for a particular position?	●		●
Salary (administrative) vs. hourly (support) pays questions?	●		●
Information needed to complete requests for equity or promotion	●		●
Understanding job levels and job families			●
Questions regarding Annual Salary Review process?	●		●

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EMPLOYEE RELATIONS	CONTACT		
<i>Related information:</i> http://hrweb.mit.edu/policy/ http://web.mit.edu/hr/aa/index.html	Senior HR Consultants ist-hr@mit.edu x 5-5162	Senior HR /Staffing Consultant	HR Manager
Assistance welcoming new employees to IS&T (checklists, orientation, etc.)		●	
Assistance when existing employee resigns from IS&T (checklists, exit interview, etc.)	●		
MIT's policy on Diversity and Equal Employment Opportunity (EEO)	●		●
MIT's policy on Non discrimination and harassment policy	●		●
Report incidents of harassment, or sexual harassment	●		●
Report workplace violations (safety, violence, ethics, etc.)	●		●
Conflict resolution, counseling staff and supervisors	●		●
Help improving staff performance, communication, and effectiveness	●		

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POLICY ADMINISTRATION	CONTACT		
<i>Related information:</i> http://hrweb.mit.edu/policy/ http://web.mit.edu/policies/	Senior HR Consultants ist-hr@mit.edu x 5-5162	Senior HR /Staffing Consultant	HR Manager
Questions about IS&T/MIT policies or procedures?	●	●	
Questions about state or federal employment laws?	●	●	●
Questions regarding standard hours, scheduling, or overtime eligibility?	●	●	
Assistance with interpreting policies	●	●	●
Assistance with communicating and applying policies (and their related procedures)	●	●	●
Suggestions for new policy development or review of existing policies	●	●	●

We are confronted with insurmountable opportunities. ~ Pogo

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PERFORMANCE APPRAISAL PROCESS	CONTACT		
<i>Related information:</i> http://ist.mit.edu/hr/perform	Senior HR Consultants ist-hr@mit.edu x 5-5162	Senior HR /Staffing Consultant	HR Manager
Questions related to the overall Performance Appraisal process?	●		
Questions about Performance Appraisal time line and deadlines?	●		
Question regarding the time period covered by the Performance Appraisal?	●		
Help understanding and determining performance ratings (E, H, P, N, U)	●		
Help understanding and reporting progress descriptors (A, B, C, D, O)	●		
Questions related to what should/should not be included in a Performance Appraisal?	●		●
Guidance on how to prepare and communicate a Performance Appraisal	●		●
Guidance on how to complete a Self-Appraisal form	●		
Performance Appraisal forms	●		

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RECRUITMENT AND STAFFING	CONTACT		
<i>Related information:</i> http://ist.mit.edu/hr/recruitment http://hrweb.mit.edu/staffing/	Senior HR Consultants ist-hr@mit.edu x 5-5162	Senior HR /Staffing Consultant	HR Manager
Assistance completing a Request for an Additional FTE from			
Assistance creating a position description, posting (advertising) position summary		●	
Developing a recruitment strategy (advertising at MIT, on-line, in-print, etc.)		●	
Understanding and communicating MIT Internal Hiring Policy		●	
Developing an interviewing strategy, forming interview teams / search committees		●	
Help evaluating candidates, performing reference checks, verifying education		●	
Preparing Post Search Reports (PSR)		●	
Presenting and accepting an <i>Offer of Employment</i> (verbal and written)		●	
Support welcoming new employees (orientation, introductions, checklists, etc.)		●	

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REWARDS AND RECOGNITION	CONTACT		
<i>Related information:</i> http://web.mit.edu/ist/rewards/ http://web.mit.edu/hr/rewards/index.html	Senior HR Consultants ist-hr@mit.edu x 5-5162	Senior HR /Staffing Consultant	HR Manager
Information about MIT Excellence Awards	●		
Information about IS&T Infinite Mile Awards	●		
Information about IS&T Spotlight Awards	●		
How to recognize and reward IS&T staff or others at MIT	●		
Criteria for awards nomination	●		
General information, forms, calendar of events	●		

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TRAINING AND DEVELOPMENT	CONTACT		
<i>Related information:</i> http://web.mit.edu/training/ http://web.mit.edu/hr/oed/training/learn.html http://web.mit.edu/sapwebss/PS1/training_home.shtml	Senior HR Consultants ist-hr@mit.edu x 5-5162	Senior HR /Staffing Consultant	HR Manager
Information about training and development opportunities at MIT/IS&T	●		●
Information about training and development opportunities offered outside MIT/IS&T	●		●
Assistance with individual career development or coaching needs	●		●
Support for organizational planning and development programs	●		●
Request for individual professional coaching	●		●
Analysis of team/individual training and professional development needs	●		●

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