Job Guides: DLCI Academic Administration

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DLCI Academic Administration: Support Staff Roles

Pav Grade: 5

Job Title: Academic Programs Assistant 1

Position Title: Academic Programs Assistant

Responsible for providing diverse and complex academic

programs administrative support.

Reports to: Position reports to an Assistant Director, Academic

Programs Administration.

Pav Grade: 6

Job Title: Academic Programs Assistant 2

Position Title: Senior Academic Programs Assistant

Responsible for providing diverse and complex administrative academic support. Acts as senior academic programs support

professional, serving as a resource for other academic

programs assistants in area.

Position reports to an Assistant Director, Academic Programs

Administration.

Job Duties and Responsibilities

Operations

Job Overview

- Responds to inquiries requiring general understanding of academic administration policies and procedures. Provides explanations and instructions to students and faculty on academic programs requirements. Escalates complex issues to management.
- Assists in providing guidance to students on general major, minor, and concentration requirements and processes. Assists in monitoring students' academic progress and ensures that current students are meeting degree benchmarks. Escalates complex issues to management.
- For those with graduate students, supports graduate student admissions and graduate student funding verification.

- Responds to inquiries requiring broad understanding of academic administration policies and procedures. Provides explanations and instructions to students and faculty on academic programs requirements. Escalates complex issues to management.
- Provides guidance to students on their major, minor, and concentration requirements and processes and assigns faculty advisors as needed. Audits and ensures that current students are meeting degree benchmarks. Monitors students' academic progress and ensures that current degree benchmarks are being met. Approves degree applications and attends grade meetings regarding student academics. Escalates complex issues to management.

- Assists in providing general guidance to faculty on general student matters.
- Implements new programs and initiatives in support of students.
- Assists in coordinating student orientation and events (i.e., IAP, Registration Day, Town Halls, etc.), typically replicating established events. This includes preparation of invitations, menu, name tags, and presentation needs. Assists with DLCI programs and/or projects, performing administrative or analytic tasks.
- Assists in implementing changes in curriculum, schedules, policies, and procedures related to the academic programs.
- Assists with preparation, publishing, and maintenance of the class schedule with the goal of minimizing conflicts.
- Assists with the management of subjects listing, subjects and instructor evaluation, textbook management, student payroll, UROP, etc.
- Assists in scheduling of exams, submitting of grades, and coordinating student evaluations.
- Composes, edits and distributes internal correspondence and documents to students.
 Maintains and updates information (website and/or printed materials) regarding the academic programs.
- Following direction, assists in the disposal and retention of student records, including but not limited to registration, grades, course materials, etc.
- Serves as liaison between the academic programs, faculty, students, and relevant offices at MIT on routine matters. Escalates more complex issues.
- Provides administrative support to faculty and staff who are serving on departmental committees.

- For those with graduate students, supports graduate student admissions and graduate student funding verification. Assists in processing high volume, complex graduate student transactions
- Provides guidance to faculty on general student matters. Escalates complex issues to management.
- Implements new programs and initiatives in support of students. Participates in planning discussions for new programs.
- Plans and coordinates student orientation and events (i.e., IAP, Registration Day, Town Halls, etc.) developing invitation lists with input from others, sending invitations, confirming attendees, arranging speakers, ordering refreshments, and performing other administrative or analytic tasks to support the initiative.
- Implements changes in curriculum, schedules, policies, and procedures related to the academic programs.
- Prepares, publishes, and maintains the class schedule with the goal of minimizing conflicts.
- Assists with the management of subjects listing, subjects and instructor evaluation, textbook management, student payroll, UROP, etc.
- Assists in scheduling of exams, submitting of grades, and coordinating student evaluations.
- Composes, edits and distributes internal correspondence and documents to students. Drafts, maintains, and updates information (website and/or printed materials) regarding the academic programs.
- Following direction, assists in the disposal and retention of student records, including but not limited to registration, grades, course materials, etc.
- Serves as liaison between the academic programs, faculty, students, and relevant offices at MIT on routine matters. Escalates more complex issues.
- Provides administrative support to faculty and staff who are serving on departmental committees.

•	Collects, validates, and processes student
	academic records and appointments in several
	complex databases.

 Collects, validates, and processes student academic records and appointments in several complex databases.

Analysis & Reporting

- Monitors and reconciles accounting statements from an established budget related to student programs.
- Monitors and orders student office supplies, matches invoices to packing slips, validates deliveries. Works within established supply budgets, selects vendors, uses signature and purchasing authorization. Responsible for staying within budget and following budgetary guidelines.
- Generates reports, charts, and graphs related to student academic programs for departmental leadership and faculty. Maintains database/records, syllabi, degree lists, and statistics on enrollments.

- Assists in the development, monitoring, and reconciling of budgets related to student programs.
- Monitors and orders student office supplies; matches invoices to packing slips, validates deliveries.
 Establishes supply budgets; selects vendors, uses signature and purchasing authorization. Responsible for staying within budget and following budgetary guidelines.
- Creates and generates customized reports, charts, and graphs related to student academic programs for departmental leadership and faculty. Creates and maintains database/records, syllabi, degree lists, and statistics on enrollments.

Job Specific Education

High school diploma or equivalent.

High school diploma or equivalent.

Job Specific Experience

Minimum of 3 years of administrative support experience required.

Minimum of 5 years of administrative support experience required.

Work Dimensions

Organizational Impact	Achieves objectives that impact work of own team or DLCI. Makes changes in procedures within own group, function and/or DLCI. Delivers own work according to specific operational targets.	Achieves objectives that impact work of own team or DLCI. Ensures operational, technical, and/or administrative support procedures are effective within own group or function and/or DLCI. Delivers own work within mid- to long-term operational targets.
Problem Solving & Complexity	Issues are complex and may require some interpretation of policies to determine appropriate course of action	Issues are complex and solutions require an extensive understanding of policies to determine appropriate course of action
Communication & Influence	Explains and clarifies information (e.g., established practices, policies, facts, etc.). Influences others to reach agreement, typically within own group or function.	Explains and clarifies information (e.g., established practices, policies, facts, etc.). Influences others to reach agreement, typically within own group/function.
Leadership & Talent Management	May guide the work of other support staff and provide feedback on specific tasks.	May guide the work of other support staff and provide feedback on specific tasks.
Knowledge & Experience	Advanced knowledge of standards and processes in a specific administrative, technical or operations area is required. Would require specialized training and/or certifications/ licenses in lieu of experience.	Specialized knowledge of standards and processes in a specific administrative, technical or operations area acquired through extensive experience or technical training is required. Would require specialized training and/or certifications and licenses in lieu of experience.

DLCI Academic Administration: Individual Contributor Roles

Pay Grade: 7

Job Title: DLCI Acad Programs Spec 1

Position Title: Academic Programs Specialist 1

Job Overview

Advises on academic administration matters (undergraduate and/or graduate) for an academic programs or department. Coordinates existing student programs and implements new student initiatives.

Reports to: Position reports to an Assistant Director, Academic

Programs Administration.

Pay Grade: 8

Job Title: DLCI Acad Programs Spec 2

Position Title: Academic Programs Specialist 2

Provides day-to-day administration of academic-related activities (undergraduate and/or graduate) for an academic programs or department. Oversees curriculum changes, accreditation and assessment of classroom instruction, and student outcomes. Advises on academic administration matters for an academic programs or department.

Position may report to a faculty member, Director of Administration and Finance, or Assistant Director, Academic Programs.

Job Duties and Responsibilities

Operations

- Serves as a resource for faculty, staff, and students on academic and student programs, degree requirements, and educational policies/procedures. Ensures compliance in academic matters. Escalates complex issues to management.
- Provides guidance to students on their major, minor, and concentration requirements and processes. Assigns faculty advisors as needed. Audits and ensures that current students are meeting degree benchmarks. Monitors students' academic progress and ensures that current degree benchmarks are being met. Approves degree applications and
- Serves as a resource for faculty, staff, and students on academic and student programs, degree requirements, and educational policies/procedures.
 Ensures compliance in academic matters.
 Responsible for mediating complex issues.
- Provides advice to students on their major, minor, and concentration requirements and processes. Assigns faculty advisors as needed. Ensures that current students are meeting degree benchmarks through detailed student progress tracking. Advises students on issues and concerns related to advisor relations, internship dilemmas, etc. Monitors students' academic progress, approves degree applications, and attends grade meetings regarding student academics.

- attends grade meetings regarding student academics.
- For those with graduate students, coordinates key elements of the admissions process. For those with graduate students, provides guidance on academic and related issues. Escalates graduate students' questions related to the collective bargaining agreement to the appropriate staff. For those with graduate students, responsible for processing complex graduate student appointments.
- Provides advice to faculty on matters such as academic misconduct, accommodations, student emergencies, etc. Escalates complex issues to management.
- Creates new and/or enhances existing programs and initiatives in support of students. Ensures diversity in all areas of student services and support.
- Plans, coordinates, and participates in student-centered events including orientation and recruitment. May communicate and coordinate various programs, lectures, and research talks to benefit students.
- Implements department and MIT policies related to academic administration, and monitors curriculum changes.
- Works with management to assist in determining the schedule of classes; maintaining and/or publishing courses, teaching records, MIT Bulletin pages, undergraduate degree requirements, doctoral guidelines and education guidelines for faculty and other teaching staff.
- Assists with the management of subjects listing, subjects and instructor evaluation, textbook management, student payroll, UROP, etc.

- For those with graduate students, administers the admissions process. Serves as an advisor on academic and related issues. Must be familiar with the terms of the collective bargaining agreement. Responds to graduate students' questions related to the collective bargaining agreement. Partners with Labor Relations on complex issues as needed. Plays a key role in setting up complex graduate student appointments. Partners with development staff concerning matters related to stewarded graduate fellowships.
- Provides advice to faculty on related matters such as academic misconduct, accommodations, student emergencies, etc. Provides advising and recommendations to department leadership on student-related policy development, ensuring compliance with MIT policies and procedures.
- Participates in strategic planning with faculty to assess and implement new and/or improve existing programs and initiative in support of students (i.e., academic performance/success, health, safety, and student wellbeing). Implements recommended changes and enhancements to student programs procedures.
- Plans, designs, and leads student-centered events including orientation and recruitment. May communicate and administer various programs, lectures, and research talks to benefit students.
- Advises faculty on procedures and guidelines for submitting new courses and/or developing new majors and minors. Collaborates with degree programs curriculum committees on revisions to the curriculum. Manages degree and subject changes, including shepherding through MIT review processes. Serves as recorder and member of the department's Education Committee and oversees the implementation and coordination of decisions made by the committee.
- Works with dept. faculty leadership to determine the schedule of classes; to ensure the maintenance and/or publication of courses, teaching records, MIT Bulletin

- Performs operational duties, such as setting exam schedules, reserving rooms, etc.
- Assists in developing academic programs or department communications pertaining to students.
- Responsible for the disposal and retention of student records, including but not limited to registration, grades, course materials, etc.
- Serves as liaison between the academic programs, faculty, students, and relevant offices at MIT on routine matters. Escalates more complex issues.
- May participate in departmental academic committees.
- Processes academic transactions (i.e., student appointments, international visiting student appointments, fellowships, etc.).
 Works closely with the ISO Office, keeping abreast of rules and regulations that impact students.

Analysis & Reporting

- Assists in developing and monitoring budget/financial activity related to student programs.
- Analyzes student programs data for trends and insights and recommends programs enhancements to management and faculty.

- pages, undergraduate degree requirements, doctoral guidelines and education guidelines for faculty and other teaching staff.
- Manages subjects listing, subjects and instructor evaluation, textbook management, student payroll, UROP, etc.
- Performs operational duties, such as setting exam schedules, reserving rooms, etc.
- Develops academic programs or department communications for students.
- Responsible for disposal and retention of student records, including but not limited to registration, grades, course materials, etc.
- Serves as primary liaison with Institute offices regarding academic and student programs. Partners with Institute Offices on complex issues that may arise, ensuring appropriate resolutions.
- May staff and/or support dept. academic committees.
- Processes academic transactions (i.e., student appointments, international visiting student appointments, fellowships, etc.). Works closely with the ISO Office, keeping abreast of rules and regulations that impact students.
- Partners with the departmental fiscal team to develop and/or manage budget/financial activity related to academic and student programs. Has authority to make spending decisions.
- Creates and maintains databases and develops reports and statistics on admissions, student population, grades, degrees, etc. Analyzes and prepares educational statistics and reports for internal constituents and outside agencies (i.e., Visiting Committees, President's Report, etc.) as needed. Makes recommendations to department management and faculty on findings.

Job-Specific Education	Bachelor's degree required. Master's degree preferred.	Bachelor's degree required. Master's degree preferred.			
Job-Specific Experience	Minimum 2 years of directly related academic administration experience required.	Minimum 3 years of directly related academic administration experience required.			
Work Dimensions					
Organizational Impact	Delivers own work according to specific operational targets and standards. Executes day-to-day operational plans. Coordinates and/or provides input into major elements of projects, programs or systems.	Delivers work that impacts own group, function and/or DLCI. Provides input into development of strategic goals. Executes short-term operational plans. May administer projects, programs, or systems.			
Problem Solving & Complexity	Issues may not have clearly prescribed solutions and require interpretation of policies or analysis to resolve.	Issues are often challenging and require analysis to understand and resolve.			
Communication & Influence	Explains and clarifies complex information (e.g., established practices, policies, facts, etc.). Influences others to reach agreement, typically within own group or function	Explains and clarifies complex information (e.g., established practices, policies, facts, etc.). Influences others to reach agreement, typically within own group or function.			
Leadership & Talent Management	May guide the work of others on routine activities.	Guides the work of others and provides on-the-job training. May mentor and coach others. May lead initiatives for own group, function, or DLCI.			
Knowledge & Experience	Knowledge of principles, theories and concepts of a professional discipline acquired through practical experience required.	Broad knowledge of a professional discipline and broad understanding of other related disciplines required. Experience administering projects, programs or processes is preferred.			

DLCI Academic Administration: Management Roles

Pay Grade: 9

Job Title: Mgmt 2, DLCI Academic Programs Admin Position Title: Asst Dir 1, Academic Programs

Administration

Pay Grade: 10

Job Title: Mgmt 3, DLCI Academic Programs Admin

Position Title: Asst Dir 2, Academic Programs Administration

Job Overview

Provides day-to-day management and input into the strategic direction on the administration of academic-related activities (undergraduate and/or graduate) for a complex academic programs or department. Oversees curriculum changes, accreditation and assessment of classroom instruction and student outcomes. In participation with faculty, develops and implements the strategies and goals academic and student programs. Works with faculty officers to prepare teaching and teaching assistant assignments for multiple active subject offerings. Manages a minimum of one full-time academic programs administration employee.

Provides day-to-day management and input into the strategic direction on the administration of academic and student programs (undergraduate and/or graduate) for a large, highly complex department (typically, 350+ total students (undergraduate and graduate students) or 200+ graduate students; sustained over multiple years). Partners with faculty to develop and implement the strategies and goals for academic and student programs. Develops and implements new and/or improves existing programs and initiatives. Implements recommended changes and enhancements to student programs procedures. Works with faculty officers to prepare teaching and teaching assistant assignments for multiple active subject offerings. Manages a minimum of two full-time academic programs administration employees.

Reports to

Reports to a faculty member (such as a Graduate or Undergraduate Officer), Department Head, or Director, Administration and Finance.

Reports to a faculty member (such as a Graduate or Undergraduate Officer), Department Head, or Director, Administration and Finance.

Job Duties and Responsibilities

Operations

- Serves as a resource for faculty, staff, and students on academic and student programs, degree requirements, and educational policies/procedures. Ensures compliance in academic matters. Responsible for mediating complex issues.
- In addition to providing advice on students' requirements, processes, and issues, manages the staff responsible advising students on all academic administrative matters for an academic program or DLCI. Mentors and trains staff on academic administrative matters to enable them to answer students' questions.
- For those with graduate students, manages the admissions process. Serves as an advisor on academic and related issues. Must be familiar with the terms of the collective bargaining agreement. Responds to graduate students' questions related to the collective bargaining agreement. Partners with Labor Relations on complex issues as needed. Oversees staff in processing complex graduate student appointments. Oversees staff partnering with development staff concerning matters related to stewarded graduate fellowships.
- In addition to providing advice to faculty, manages and provides training to staff responsible for supporting and/or advising faculty on related matters (i.e., residency/nonresidency status, withdrawal, tuition policies, academic misconduct, accommodations, etc.).
- Participates in strategic planning with faculty to assess and implement new and/or improve existing programs and initiatives in support of students (i.e., academic performance/success, health, safety, and student well-being).

- Serves as a resource for faculty, staff, and students on academic and student programs, degree requirements, and educational policies/procedures. Ensures compliance in academic matters. Responsible for mediating complex issues.
- In addition to providing advice on students' requirements, processes, and issues, manages the staff responsible advising students on all academic administrative matters for an academic program or DLCI. Mentors and trains staff on academic administrative matters to enable them to answer students' questions.
- For those with graduate students, oversees the admissions process, typically handing a significant volume of graduate applications (in the hundreds) per year. Serves as an advisor on academic and related issues. Must be familiar with the terms of the collective bargaining agreement. Responds to graduate students' questions related to the collective bargaining agreement. Partners with Labor Relations on complex issues as needed. Oversees staff in processing complex graduate student appointments. Oversees staff partnering with development staff concerning matters related to stewarded graduate fellowships.
- In addition to providing advice to faculty, manages and provides training to staff responsible for supporting and/or advising faculty on related matters (i.e., residency/non-residency status, withdrawal, tuition policies, academic misconduct, accommodations, etc.).
- Participates in strategic planning with faculty and implements new and/or improve existing programs and initiatives in support of students (i.e., academic performance/success, health, safety, and student wellbeing). Implements and assesses recommended changes and enhancements to student programs procedures.

- Implements and assesses recommended changes and enhancements to student programs procedures.
- Oversees the development, facilitation, and scheduling of new student orientation and recruitment efforts. May manage programs, lectures, and research talks, including determining staffing, communications strategy, tracking attendance, and ensuring guests receive appropriate assistance and engagement while visiting MIT.
- Advises faculty on procedures and guidelines for submitting new courses and/or developing new majors and minors. Collaborates with degree programs curriculum committees on revisions to the curriculum. Manages degree and subject changes, including shepherding through MIT review processes. Serves as recorder and member of the department's Education Committee and oversees the implementation and coordination of decisions made by the committee.
- Works with departmental faculty leadership to determine the schedule of classes; and to ensure the maintenance and/or publication of courses, teaching records, MIT Bulletin pages, undergraduate degree requirements, doctoral guidelines and education guidelines for faculty and other teaching staff.
- Processes and/or oversees the processes and staff responsible for subjects listing management, subjects and instructor evaluation, textbook management, student payroll and UROP.
- Performs and/or oversees operational duties, such as setting exam schedules, reserving rooms, etc.
- Develops academic programs or department communications for students.

- Oversees the development, facilitation, and scheduling of new student orientation and recruitment efforts. May partner with faculty officers in designing programs, lectures, and research talks, including determining staffing, communications strategy, tracking attendance, and ensuring guests receive appropriate assistance and engagement while visiting MIT.
- Advises faculty on procedures and guidelines for submitting new courses and/or developing new majors and minors. Collaborates with degree programs curriculum committees on revisions to the curriculum. Manages degree and subject changes, including shepherding through MIT review processes. Oversees curriculum changes, accreditation and assessment of classroom instruction, and student outcomes. Serves as recorder and member of the department's Education Committee and oversees the implementation and coordination of decisions made by the committee.
- Works with departmental faculty leadership to determine the schedule of classes; and to ensure the maintenance and/or publication of courses, teaching records, MIT Bulletin pages, undergraduate degree requirements, doctoral guidelines and education guidelines for faculty and other teaching staff.
- Processes and/or oversees the processes and staff responsible for subjects listing management, subjects and instructor evaluation, textbook management, student payroll and UROP.
- Typically, oversees operational duties, such as setting exam schedules, reserving rooms, etc.
- Leads the development of all academic programs or department communications for students.
- Oversees the disposal and retention of student records, including but not limited to registration, grades, course materials, etc.
- Serves as primary liaison with Institute offices regarding academic and student programs. Partners

- Oversees the disposal and retention of student records, including but not limited to registration, grades, course materials, etc.
- Serves as primary liaison with Institute offices regarding academic and student programs.
 Partners with Institute Offices on complex issues that may arise, ensuring appropriate resolutions.
- May staff and/or support departmental academic committees.
- Processes academic transactions (i.e., student appointments, international visiting student appointments, fellowships, etc.). Works closely with the ISO Office, keeping abreast of rules and regulations that impact students.

- with Institute Offices on complex issues that may arise, ensuring appropriate resolutions.
- May staff and/or support departmental academic committees.
- Typically, oversees the processing of a large volume of complex academic transactions (i.e., student appointments, international visiting student appointments, fellowships, etc.). Works closely with the ISO Office, keeping abreast of rules and regulations that impact students.

Analysis & Reporting

- Partners with the departmental fiscal team to develop and/or manage budget/financial activity related to academic and student programs. Has authority to make spending decisions.
- Manages the creation of educational statistics and reports for internal constituents and outside agencies (i.e., Visiting Committees, President's Report, etc.) as needed. Makes recommendations to department management and faculty on findings.
- Partners with the departmental fiscal team to develop and/or manage budget/financial activity related to academic and student programs. Has authority to make spending decisions.
- Oversees the creation of educational statistics and reports for internal constituents and outside agencies (i.e., Visiting Committees, President's Report, etc.) as needed. Makes recommendations to department management and faculty on findings.

Job-Specific Education

Bachelor's degree required. Master's degree preferred.

Bachelor's degree required. Master's degree preferred.

Job-Specific Experience

Minimum 4 years of academic administration experience required. Minimum 1 year of supervisory experience required.

Minimum 6 years of academic administration experience required. Minimum 2 years of supervisory experience required.

Work Dimensions

Organizational Impact

Sets objectives to achieve operational targets and service standards. May provide input into strategic goal planning process for own group or function. Makes moderate changes to projects, procedures or systems within group, function and/or DLCI.

Develops short-term operational plans with direct impact on own group, function, or DLCI. Certain jobs in central areas may have MIT-wide influence and impact. Develops strategic goals for own group, function, or DLCI. Makes significant changes to projects, programs, procedures or systems within own group, function and/or DLC. May influence decisions or outcomes outside of own DLCI.

Problem Solving & Complexity

Issues are often challenging and require analysis to understand and resolve. Solutions require determining appropriate course of action based on precedents and past practices. Issues are complex and require information and input from multiple sources. Solutions require complex analysis and interpretation of the circumstances and issues.

Communication & Influence

Explains and clarifies complex information (e.g., established practices, policies, facts, etc.). Influences others as needed, typically within own group or function.

May exchange and convey information with DLCI leadership. Effectively builds support through discussion and compromise. Drives consensus on day-to-day matters to reach agreement where there may be varying points of view.

Leadership & Talent Management

Manages or guides non-exempt and/or individual contributor staff. Provides day-to-day management or influences the work of staff to resolve short-term operational issues and meet standards/targets. Articulates job expectations and delegates job responsibilities to staff. Has authority over or provides input into performance evaluations, development plans, and pay and hiring decisions for others.

Manages or guides non-exempt, individual contributor, and/or managerial staff. Provides managerial oversight or influences the work of staff to accomplish short- to mid-term operational plans. Develops and articulates job expectations for staff. Delegates job responsibilities to staff. Has authority over or provides input into performance evaluations, development plans, and pay and hiring decisions for others.

Knowledge & Experience

Knowledge of standards and processes in a specific operations or technical area acquired through extensive experience or specialized technical training is required. Experience managing or leading others is preferred.

In-depth understanding of principles and theories of a professional discipline with broad understanding of other related disciplines required. Experience managing others or leading projects, programs, or functions is required.

June 6, 2024