



11-May-2020

Director, Platform Engineering and Operations

Harvard Business School

51729BR

Job Summary

Define and direct strategy for major and highly complex projects; typically work as part of a team to deliver complex business solutions. Role may focus on one or more technical areas. Manage a number of projects simultaneously.

Job Code

I0960M IT Infrastructure Mgt VI

Job-Specific Responsibilities

The mission of Harvard Business School (HBS) is to educate leaders who make a difference in the world.

Harvard Business School Online is Harvard Business School's vision of business education reimaged for the digital age. The HBS Online team, dedicated to delivering high quality business education through innovative online concepts, is in a period of growth and expansion. Benefits include being part of the HBS culture of learning and exposure to the larger while enjoying a fast-paced and high-energy environment.

Reporting to the Managing Director of Technology at Harvard Business School Online, the Director of Platform Engineering and Operations is responsible for developing and implementing technology platform strategies as well as overseeing delivery models for robust day-to-day operational support. Platform strategy will seek to align the business vision, architectural principles, and technical operating models through the use of forward-looking scalable, extensible, and secure technical platforms and systems. This encompasses systems for course and program delivery, administrative and operations management, and data and analytics.

Operational activities will focus on services delivered through AWS for the HBS Online Course Platform and other Shared Services, though will also work closely to align technical operating models for other internal and third-party (SaaS/vendor managed) systems used by line-of-business areas. The Director will partner with the HBS Online Enterprise Architect and other technology area senior managers to align plans and strategy across the technology organization. The Director will directly oversee a team of technical professionals, which may also include off-shore and contract resources, as well as an operating budget for platform expenses and various third-party management and operations tools.

Responsibilities include:

- Implement and leverage best-in-class technologies, tools, and processes--with a focus on automation and DevOps approaches--to continually optimize the reliability, availability, security, and performance of HBS Online Platforms and Systems running in Amazon Web Services.
- Support the needs of development teams to maximize release velocity, efficiency, and resiliency throughout the SDLC lifecycle.
- Ensure appropriate system monitoring, event detection, metrics collection, and alerting. Define and report on KPIs in support of strategic and operational end-to-end performance reporting.
- Lead incident response, root cause analysis, and problem management of supported systems.
- Oversee compliance management and IT security hardening, monitoring, detection, and response for infrastructure and core systems.
- Partner closely with senior technical leadership team to define, develop and implement architecture strategy for platforms and systems

Typical Core Duties

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Participate fully in the build, configuration and documentation of IT infrastructure
- Define technical direction ensuring stability, reliability and integration
- Direct and oversee development of robust and secure IT solutions
- Lead long term strategic planning and actively contribute to enterprise wide initiatives

- Establish and maintain internal/external stakeholder relationships
- Develop, define and implement guidelines and standards
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Basic Qualifications

- Minimum of 7 years' post-secondary education and/or relevant work experience
- Supervisory experience

Additional Qualifications

- Minimum three years' additional post-secondary education and/or relevant work experience.
- Knowledge of information technology applications, processes, software and equipment.
- Highly specialized knowledge of a specific technology.
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor.
- Diverse technical skillset familiar with a variety of cloud infrastructure components (web and application servers, databases, storage, networking, etc.).
- Knowledge of current infrastructure architectural approaches including microservices, containers, and serverless applications.
- Expertise learning and utilizing toolsets to maintain and optimize services (logging, monitoring, and alerting).
- Familiarity with Software Development Lifecycle (SDLC) processes and techniques, particularly as applied to infrastructure and continuous integration/delivery (CI/CD) pipelines.
- Strong verbal and written communication skills and ability to influence others

Candidates with fewer years of experience may be considered at Grade 59.

Certificates and Licenses

- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred

Working Conditions

- Occasionally required to work outside of normal business hours, and may be called during off hours

Additional Information

Cover Letter is Required.

Many HBS employees are eligible for Flexible Work Arrangements, which may be explored during the interview process.

Culture of Inclusion: The work and well-being of HBS are strengthened profoundly by the diversity of our network and our differences in background, culture, experience, national origin, religion, sexual orientation, and much more.

Explore HBS Work Culture at <http://www.hbs.edu/employment/> and learn about other Employment Opportunities.
Follow us on Twitter @HBSJobs

Harvard Business School will not offer visa sponsorship for this opportunity.

Job Function

Information Technology

Sub-Unit

Location

USA - MA - Boston

Department

Harvard Business School Online

Time Status

Full-time

Union

00 - Non Union, Exempt or Temporary

[Salary Grade](#)

060

Pre-Employment Screening

Criminal, Identity

EEO Statement

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law.

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