

MIT Position Description

Job Title:	Mgmt 1, Application Support	Position Title:	Applications Systems Analyst II
Pay Grade:	8	% Effort or Wkly Hrs:	100
Department:	Admissions	Reports to:	Associate Director for Admissions, Operations
Prepared By:	Edmund Jones	Date:	Updated August 26, 2026

Position Overview:

Reporting to the Associate Director of Admissions for Operations, the Admissions Systems Analyst will serve as a lead technical specialist and database architect for all Admissions systems, especially Technolutions Slate. They will be a key stakeholder in designing the long-term, sustainable structure of the systems that will meet the unique needs of our large, complex, and diverse office.

The Admissions Systems Analyst will serve as a project manager, collaborator, liaison, support-system, and educator to the Undergraduate Admissions Office. This includes but is not limited to project implementation and maintenance, liaising between specific admissions teams, provide training to all members of the admissions office, develop thorough documentation of our business processes, and share desktop and technology support responsibilities.

Principal Duties and Responsibilities (Essential Functions*):

Slate CRM Database Development and Management: 70%

- Serve as co-functional lead and senior systems architect for Admissions' CRM database, Technolutions' Slate. Research, analyze, and proactively implement technical solutions that propel our office systems into a long-lasting and sustainable future. This includes implementation, maintenance, innovation, documentation, and training.
- Co-lead all Admissions portals with support from the Technical Support Specialist.
- Serve as the primary liaison to our Educational Council, Research, and Targeted Recruitment teams. Provide secondary support to the Student Financial Services office, Outreach, Campus Visits/Customer Service, and Selection Cohort Managers. Provide general support to other Operations team liaisons.
- Project manager in collaboration with liaised teams.
- Primary expert and provide support to the Operations team on highly technical functionality including knowledge of SQL, HTML, CSS, JavaScript, and some Python.
- Slate expert in advanced querying, reports, APIs & integrations, datasets, rules, entities, and upload dataset/source formats. Provide support in these areas.
- Collaborate with the Associate Director of Admissions Operations on decision release protocols. Serve as lead on decision release in absence of the Associate Director.
- Proactively assess functionalities of Slate and provide recommendations for enhancements that meet Admissions office goals, ensure reliability and functionality, increase efficiencies, and support the wellbeing of our staff.
- Participate in shared responsibilities of day-to-day operations with the Operations team, including but not limited to answering technical support emails, supporting questions and



troubleshooting with our Customer Service team, troubleshooting urgent issues that arise, data cleanup, document processing, and maintenance.

- Create and support quality control checks on the Slate system to ensure the utmost data integrity, system security, and efficiency.

Admissions Systems Management: 5%

- Serve as co-administrator with our Business Analyst on all additional Admissions systems including but not limited to: Slack, Zoom, Trello, Filemaker, Microsoft SharePoint/OneDrive, internal Admissions servers, maintenance of an internal website, telephones, and external email systems.
- Provide oversight, troubleshooting, and enhancements to these systems in collaboration with the admissions teams who regularly use them.

Training/Education: 20%

- Identify office needs and determine strategic training initiatives for the office and develop training sequences, modules, and documentation to educate colleagues of specific technical abilities in specific Slate functionality.
- Crosstrain Operations team members in areas of the Admissions Systems Analyst II's expertise; and give support, guidance, and mentorship.
- Provide support and collaboration with the larger Slate users group of MIT. Giving ideas and advice towards the successful development of their Slate instances.
- Participate in professional development and individual training opportunities to keep current on technical advances, particularly in Slate.

Desktop Support: 5%

- In collaboration with or in the absence of the Business Analyst, serve as secondary support to physical desktop needs.
- Set up, tear down office equipment for incoming and leaving staff members.
- Be a point of contact to admissions staff members when they experience technical difficulties.
- Support the oversight of all conference room equipment making upgrades when appropriate.
- Provide technical support during yield event programs.

Other duties as assigned. Regular evening and weekend work required during peak times in the academic year.

Supervision Received:

Position reports to the Associate Director of Admissions for Operations.

Supervision Exercised:

This position may have 1 direct report.

Qualifications and Skills:

- Bachelor's degree

- Three years of experience in CRM Database management required; Technolutions Slate preferred.
- Technical Skills:
 - Ability to understand, design, and manage relational databases.
 - Knowledgeable of and able to hand write and/or troubleshoot in SQL, HTML, JavaScript, CSS, and Python. Willingness to gain proficiency if skills are not yet developed.
 - Knowledgeable of Apple Macintosh computers or willingness to learn.
 - Knowledge of data security and integrity or willingness to learn.
- Character traits/People skills:
 - Support for MIT's commitment to access, equity, and inclusion
 - Demonstrated ability to work collaboratively with a diverse range of people, technical abilities and work styles with sensitivity, discretion, and tact.
 - Demonstrated ability in project management with a keen attention to detail and ability to balance numerous time-sensitive projects accurately.
 - Demonstrated ability in complex problem-solving and analytical thinking.
 - Excellent interpersonal, organizational, and communication skills.
 - Ability and excitement to take initiative and transform ideas into practical solutions.
 - Demonstrated growth mindset and an excitement for learning, collaboration, and sharing knowledge.
 - Ability to work independently with minimal supervision over sustained periods.

PREFERRED EDUCATION AND EXPERIENCE:

- Experience working in higher education, admissions, or secondary education.
- Bachelor's degree or certifications in computer science or coding languages.
- Experience in Filemaker, Microsoft SharePoint/OneDrive.