

Job Title: DLCI Acad Programs Assistant 2	Position Title: Sr. Academic Programs Assistant for Course Support
Reports to: Assistant Director of Undergraduate Programs	Supports: Undergraduate Office
Department: Mechanical Engineering	% Effort or Wkly Hrs: 40 hours
Grade: 6	Date: June 23, 2026

Position Overview:

The Academic Programs Assistant 2, referred to as our Sr. Academic Programs Assistant for Course Support, will support operations as they relate to classes in MIT's Department of Mechanical Engineering (MechE), the number one ranked mechanical engineering department in the nation that offers a world-class education and conducts cutting edge research across a wide range of fields including robotics, energy, environment, design, manufacturing, health, and ocean engineering. While this role manages both undergraduate and graduate classes, the role is based in MechE's Undergraduate Office, which is a busy, student-oriented office whose mission is to support the department's undergraduate programs, help serve the academic needs of MechE undergraduate students, and build a welcoming, inclusive community for all students.

The Sr. Academic Programs Assistant for Course Support will help the department and Undergraduate Office successfully execute its mission by working in partnership with the Registrar's Office, teaching staff, faculty, and departmental leadership to ensure all MechE class-related logistics—such as maintaining class-related subject systems are up-to-date, room bookings, tutor assignments, accommodations, grade sheets, and class evaluations, class and exam scheduling—are coordinated accurately and efficiently.

Principal Duties and Responsibilities (Essential Functions):**

Course Operations: 70%

- Primary MechE liaison to the Registrar's Office for all class-related logistics (undergrad and grad), including classroom scheduling for 70+ courses per term, including all lectures, recitations, and lab sections.
- Work closely with the Associate Head of Education to build and maintain the department's semester teaching schedule; manage updates and change requests; confirm teaching assignments, instructor preferences, and subject offerings; and ensure accuracy and consistency between internal records and Registrar systems in accordance with departmental and Institute scheduling policies. Communicate schedule changes to faculty, staff, and other stakeholders as needed.
- Serve as departmental resource for MIT's room scheduling policies and procedures.
- Manage all course-related room reservations for the department throughout each semester, including space for quizzes, review sessions, office hours, tutoring, class presentations, and grading sessions; process faculty/instructor requests, identify available classrooms, coordinate last-minute changes, and communicate updates to all relevant stakeholders.
- Responsible for the submission, documentation, and upkeep of all class-related data in both internal databases and MIT systems (e.g., Subjects Classroom Planning, Term Plan), ensuring accuracy and timely submission.
- Coordinate with the Assistant Director to track all graduate and undergraduate subject proposals and requests, including new permanent subjects, revisions, special subjects,

and cross-listings; coordinate with faculty and staff to collect, compile, and submit proposal materials by internal deadlines.

- Input all primary and secondary instructor assignments per class each semester in Registrar's system to ensure instructor access to pre-registration, registration, and grade submission.
- Serve as the primary liaison for final exam scheduling, including collecting instructor preferences, exam format details, requested durations, and make-up policies; submit finalized exam information to the Registrar's Office and ensure accurate publication of the exam schedule.
- Create and maintain a term-by-term scheduling grid for all core undergraduate subjects to support schedule planning, identify conflicts, and highlight time blocks to avoid.
- Coordinate exam accommodations with discretion, working closely with students, faculty, and Disability and Access Services (DAS) to secure appropriate testing spaces (e.g., extended time, distraction-free environments) and arrange proctoring and assistive support in accordance with approved accommodations and instructor requirements.
- Administer subject evaluations each Fall and Spring semester, including verifying and input of faculty, TA, and subject information, and ensuring accuracy for all listings in MIT's evaluation system, "Who's Teaching What" (WTW) data, covering 70+ courses and more than 150 instructors and TAs per term.
- Coordinate with faculty to determine grading and proctoring needs; recruit, hire, and communicate with students each semester to fill grader and proctor roles for quizzes and exams.
- Coordinate undergraduate student hires, including recruitment, hiring, management, and placement of tutors with tutees, Undergraduate Teaching Assistants (UTAs), and graders. Communicate all placements to instructors and students, monitor hiring completion, and ensure adherence to Institute and departmental hiring policies.
- Monitor end-of-term grade submissions and follow up with instructors to ensure all grade sheets are submitted by Institute deadlines.
- Collaborate with Assistant Director on updates to the MIT Catalog and the department's Course Bulletin.
- Work with colleagues to develop specifications for a teaching schedule database/tracking system, conduct testing on the new system, and use the system going forward.

Administrative Support: 30%

- Provide support for departmental events and serve as a liaison to student groups within the Mechanical Engineering Department, including assisting with room reservations for events.
- Manage advisor assignments for all double majors, late-entry students, and special change requests based on student preferences; coordinates reassignments due to sabbaticals, retirements, or leaves of absence.
- Provide administrative support to the Assistant Director of Undergraduate Programs and serve as a general resource on the policies and procedures of the undergraduate programs, the department, and MIT. Ensure inquiries are addressed and resolved.
- 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.
- Manage incoming calls and visitors, responds to e-mail inquiries from outside MIT, and performs other administrative duties as necessary to support the Undergraduate Office. Act as backup support for other Undergraduate Office staff if they are unavailable.

- Manage access to MechE student space in collaboration with the MIT Card Office; and act as a liaison with MechE's IT support about student computer accounts.
- Collect, review, and organize undergraduate transfer credit requests for domestic and international coursework, including required forms, syllabi, transcripts, and supporting documentation; coordinate with the Assistant Director and Undergraduate Officer to facilitate evaluation and processing.
- Collect and organize scholarship and award nominations; prepare nomination packets and support the Assistant Director and Undergraduate Officer during the review and submission processes.
- Collaborate with the team to research and design MechE-branded merchandise; coordinate with vendors on quotes, timelines, and orders. Assist with special events and other office projects, as requested by the Assistant Director.
- Represent the Undergraduate Office at events, as needed.
- Handle confidential issues with discretion and judgment.
- Proactively seek training and development opportunities to improve and update skills to better support the Undergraduate Office.
- Other duties as assigned.

Supervision Received:

Supervision is provided by Assistant Director of Undergraduate Programs; position requires ability to perform with minimal supervision. Will also work closely with and receive direction from the Associate Head of Education as pertains to class scheduling.

Supervision Exercised:

No direct reports. May monitor and coordinate the work of students and temporary staff as needed.

Requirements:

Education: High School Diploma or equivalent. Bachelors or Masters preferred.

Experience: Minimum 4 years of experience in an administrative, office, or related setting.

Experience in an educational and/or university setting strongly preferred.

- Experience working with students and faculty preferred.
- Strong organizational skills and excellent attention to detail.
- Ability to manage multiple projects at once effectively and on time.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to respond calmly and appropriately to student needs and to escalate concerns promptly when appropriate. Ability to work effectively with students, faculty, and staff from diverse backgrounds, using inclusive, respectful communication and maintaining appropriate boundaries in a student-facing environment.
- Strong technical aptitude and strong proficiency with spreadsheet tools and databases
- Ability to work independently as well as part of a team.
- Ability to prioritize and problem solve.
- Familiarity with cloud-based communication and project management tools (e.g., Slack, airtable, etc), experience with basic AI tools (e.g., ChatGPT, Claude), and willingness to explore AI-based workflows and develop new implementations (and do so with appropriate privacy/security considerations in mind).

- Familiarity with Excel, PowerPoint, Outlook, Filemaker, Quickbase, and ability to learn new software tools as needed.
- May be required to occasionally work during evening or weekend events.

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Sr. Academic Programs Assistant for Course Support, Mechanical Engineering Undergraduate Office, to provide administrative assistance to the undergraduate program. Will serve as a general resource on pertinent policies and procedures; provide administrative support to the Assistant Director of Undergraduate Programs; act as the first point of contact for students, faculty and visitors; assist with classroom scheduling; enter data into online systems; assist with coordination and data collection for teaching assignments and catalog updates; manage end of term evaluations; track enrollment statistics; assist with grade collection; manage student database records and provide reports to assist with degree tracking and other data; act as the primary resource for students and faculty regarding the submission of the undergraduate thesis; assist with tracking petitions and student paperwork; manage access to MechE student space in collaboration with the MIT Card Office; act as a liaison with MechE's IT support with regard to student computer accounts; assist with tracking student paperwork and petitions; and provide counsel and advice to students.

REQUIREMENTS: High school diploma and at least 4 years of related experience required. A bachelor's degree or masters degree preferred; familiarity with Microsoft Word and Excel; accurate typing and proofreading skills; strong attention to detail; excellent interpersonal skills and ability to work with a diverse group of people; discretion when handling confidential material; ability to handle and prioritize multiple duties simultaneously and remain focused despite frequent interruptions; strong interest in working with students and faculty; and a desire to work in a team environment. A master's degree and MIT experience preferred.