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## MIT Job Description

<b>Position Title:</b> Business Continuity Coordinator
<b>Reports to:</b> Manager, MIT Emergency Management

### **Position Overview:**

MIT Emergency Management (MIT EM) strives to create a professional, exemplary, comprehensive emergency management and business continuity program for MIT that perpetuates resiliency across all sectors of the Institute. MIT EM does this through six key mission areas: preparedness, mitigation/prevention, response, recovery, continuity, and communication/coordination. The Business Continuity Coordinator will support the vision and mission areas of MIT EM by developing a business continuity program for the Institute and working with stakeholders from all sectors of the campus to identify, analyze, prioritize, and promote solutions that will make MIT's teaching, research, and public service functions more resilient to minor disruptions, moderate emergencies, and major disasters. The Business Continuity Coordinator will develop a strategy for implementing business continuity across the Institute; develop business continuity plans for all departments, labs, and centers at MIT; connect business continuity plans with relevant emergency management/response plans in order to increase resiliency Institute-wide; and work with key stakeholders in the resiliency sphere at MIT to enhance preparedness and resiliency at MIT now and into the future.

### **Principal Duties and Responsibilities:**

- Under the direction of the Manager of MIT EM, and in coordination with other MIT departments and offices and team members within MIT EM, develop and maintain business continuity plans and emergency response plans for MIT's departments, labs, and centers (DLCs) as well as a business continuity strategic plan and policy for the Institute. Coordinate extensively with and provide support to faculty, staff, and student groups in their continuity and resiliency efforts.
- Guide DLCs in developing business continuity plans and emergency response plans by conducting workshops and training sessions, assisting departments with analyzing processes and identifying essential functions, monitoring plan development progress, reviewing completed plans, and providing feedback to improve plans. Work with DLCs to become more resilient by analyzing their functions and devising strategies for continuing to operate, when necessary, without their usual resources (space, personnel, utilities, and/or technology).
- Develop a Hazard Vulnerability Assessment (HVA) for MIT to identify and prioritize hazards that may affect the Institute, as well as Business Impact Analyses (BIAs) to determine the potential impacts of these hazards at the campus-wide level as well as at the DLC level to inform business continuity planning and strategies.
- Utilize the Veoci software tool to organize and track unit-level business continuity and emergency response plans and link essential functions and dependencies across the institute. During a

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campus distribution, monitor priority essential functions and coordinate and allocate resources and response actions for continuation of these functions as necessary.

- Conduct resiliency and business continuity outreach and education to the campus community to promote a culture of resiliency in all sectors of the campus. Promote readiness initiatives to stakeholders by identifying, designing, and advocating for initiatives that will support resiliency and advise campus and departmental leadership on all matters relating to the continuity of MIT's teaching, research, and public service functions.
- Coordinate and conduct regular tabletop exercises for DLCs to test their plans and ensure that all DLCs perform annual reviews of their continuity plans. Write reports to summarize business continuity and emergency planning activities including training and exercises and link accomplishments to MIT EM goals and objectives as well as MIT's mission and vision.
- Work with the Office of Sustainability on climate resiliency efforts through the MIT Climate Resiliency Committee and its subgroups. Serve as an advisor for resiliency efforts in the business continuity realm and coordinate with key stakeholders across campus to enhance the resiliency of the campus through planning and preparedness for climate-related hazards (e.g. flooding and extreme heat).
- Write compelling, clear, and concise plans, procedures, and other program documents in styles appropriate to respective sectors of the MIT community using correct formatting, spelling, punctuation, and grammar.

All employees within MIT EM must be able to assist with the following tasks as a member of the emergency management team in order to ensure redundancy of critical emergency management and preparedness functions:

- Assist with the maintenance, operation, and staffing of the MIT Emergency Operations Center (EOC) when it is activated.
- Assist with the management and dissemination of emergency notification messages during tests and actual incidents using MIT's emergency notification system.
- Assist with providing content for MIT EM plans, technical reports, presentations, and MIT EM websites.
- Assist with MIT EM's social media campaign as needed, including updating social media venues with frequent and appropriate posts.
- Assist with the duties of the other team members within MIT EM when necessary and required, as guided by the Manager.
- Support the Manager of MIT EM on special projects as they arise.

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- Other duties as assigned.

### **Supervision Received:**

Supervision is provided by the Manager of MIT EM. The position will work very closely with the Manager to further the vision and mission areas of MIT EM and enhance resiliency at MIT.

This position may also be required to disseminate emergency notification messages with little supervision once properly trained.

### **Supervision Exercised:**

No direct reports. May monitor and coordinate the work of student interns and temps.

### **Qualifications & Skills:**

#### **Required:**

- Bachelor's degree from an accredited institution in related field (relevant fields include, but are not limited to, emergency management, business continuity, information technology, communications, English, public administration, etc.).
- Three or more years of full-time, professional experience in business continuity planning and coordination that included experience developing and maintaining business continuity plans at an organizational level as well as a department/unit level.
- Thorough knowledge of business continuity principles.
- Certified business continuity practitioner (or desire to pursue).
- Excellent verbal and written communication skills and public speaking skills. Strong written, organizational, and interpersonal communication skills are a MUST, as is attention to detail.
- Demonstrated proficiency in the use of the Microsoft Office suite including Word, Excel, Publisher, and PowerPoint as well as business continuity planning software systems.
- Experience in creating visual presentations for a variety of audiences and organizing and presenting information in a clear, concise, and logical manner that is easily understood by the target audience. Ability to take technical information and put it into a format that is easily understood by various audiences.
- Positive attitude and enthusiasm for business continuity, planning, and outreach.

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- Ability to demonstrate openness and responsiveness to new ideas, adapt to change, and influence others in a positive manner.
  - Ability to work effectively under difficult and trying circumstances and during changing conditions (e.g. during an emergency or disaster), sometimes with little supervision.
  - Travel may be required occasionally for training, conference attendance, and business continuity activities for MIT sites outside of Cambridge, MA.
  - Employee must be available for occasional after-hour on-call duty as well as during non-scheduled hours, as needed, including holidays and weekends, to support a crisis or emergency impacting MIT.
  - Must be able to return to campus within one hour of receiving notification by the Manager of MIT EM to respond to an emergency situation. Maintaining a 24/7 presence on campus during any major disaster situation is a significant requirement of this position. Response to the MIT Emergency Operations Center (EOC) during and outside normal working hours will occur.
  - Deals with confidential information and/or issues using discretion and judgment.

**Preferred:**

- Five or more years of professional experience in business continuity that included developing plans as well as implementing a business continuity program at a large organization.
- Basic knowledge of emergency management principles.
- Familiarity with the higher education environment.
- Training in the Incident Command System (ICS) 100, 200, 300, 400 and National Incident Management System (NIMS) 700, 800. Knowledge of the Homeland Security Exercise and Evaluation Program (HSEEP).
- Advanced education in a related field. Master's degree preferred.
- Certified Emergency Manager (or desire to pursue).