



SENIOR MANAGER ASSET MANAGEMENT

Department: Capital Programs
Unit: 5120
Level: 8, Exempt
Supervisor's Title: Deputy Director

Digital Technology Integration Group
(DTIG)
Supervises: Enterprise Asset
Management Staff as Program grows

The Senior Manager for Asset Management plays a critical leadership role in the management and optimization of Massport's Enterprise Asset Management (EAM) program. This position is responsible for shaping the strategic direction of the EAM system, ensuring alignment with Massport's broader organizational initiatives. Key responsibilities include overseeing system configuration, maintaining data integrity, managing user access, and ensuring effective functionality across departments. Acting as a subject matter expert, the Senior Manager provides frontline user support, promotes best practices, and ensures comprehensive use of the EAM system to support asset lifecycle tracking, preventive maintenance, and operational efficiency.

This position reports directly to the Digital Technologies Integration Group (DTIG) Deputy Director. The successful candidate must possess extensive experience with Enterprise Asset Management (EAM) software solutions, such as IBM Maximo, Cityworks, or equivalent platforms, and a strong understanding of the business principles underpinning asset management programs—particularly within complex organizations like Massport.

ESSENTIAL JOB TASKS:

Develops and implements a formal enterprise asset management program (EAM).

1. Coordinates with operating and support units within the Authority to develop the criteria for the infrastructure asset management program.
2. Works with operating and supporting units across the Authority to implement and support the asset management program.
3. Manages consultants to support the on-going efforts to record infrastructure assets. Develops a rolling five-year capital budget for implementation of the infrastructure asset management program.
4. Manages the implementation of the infrastructure asset management program and updates as required.

Develops and implements a training program for the infrastructure asset management program and an audit program to ensure maximum utilization of the infrastructure asset management program.

1. Develops an Authority-wide training program for use with the infrastructure asset management program.
2. Ensures training program is continuous and dynamic.
3. Serves as primary point of contact for EAM end users and system stakeholders.

Supervises the inventory of Authority wide assets for inclusion into the asset management program.

1. Incorporates the asset management into all capital projects.
2. Ensures all operations and maintenance materials are uploaded into the asset management program.

Advises on the development of the Authority's Capital Program as it relates to infrastructure assets.

1. Provides a life cycle analysis for infrastructure replacement in accordance with the infrastructure asset management program established criteria.
2. Reviews proposed capital infrastructure replacement program to ensure compliance with life cycle cost effectiveness criteria.

Ensure that the EAM software platform is fully operational and meeting the needs of the end user community and stakeholders.

1. Coordinate the integration between EAM platform and various technology solutions including BIM, GIS, BAS/BMS for more predictive asset operation and maintenance.
2. Ensure that all stakeholders have access to asset information needed for more informed capital investment and strategic asset management decision-making.
3. Liaison with EAM software/hosting providers to ensure Massport's technical support needs and expectations are being met.
4. Work with consultants/vendors to configure, upgrade and supplement the EAM system based on strategic initiatives, end user needs, vendor recommendations, and industry best practices.
5. Provide day-to-day management and control of the EAM (Enterprise Asset Management System) and other related business system applications, including changes, configuration control, and data integrity.
6. Identify, assess, and manage risks, issues, and enhancement requests from end users and stakeholders throughout program lifecycle.

Develop and report on KPIs for key departments to support industry best practices, and continuous improvement.

SECONDARY TASKS

1. Assisting in the development and implementation of strategic Asset Management-related initiatives at Massport.
2. Collaborating with stakeholders that do not directly use the EAM to identify

opportunities for enhanced data analysis, data interoperability, and process integration.

3. Facilitate regular communication and reporting to senior leadership on program status, risks, and issues.
4. Staying updated with industry trends and best practices in asset management and incorporating them into the organization's processes.
5. Engaging in continuous professional development and training to enhance skills and knowledge in asset management
6. Supporting the integration of new technologies and systems into the existing asset management architecture.
7. Assisting in the preparation of documentation and reports for regulatory compliance and audits.

JOB REQUIREMENTS AND QUALIFICATIONS:

Education

Bachelor's degree or equivalent professional work experience in Asset/Facility Management, Building Automation/Control, Construction Management, and/or Civil Engineering.

Experience

1. 5+ years' experience with Maximo or similar Asset Management System software
2. Experience with other asset management software applications a plus
3. Knowledge of asset management and facility operation and maintenance best practices
4. Proficient in database queries and API integration.
5. Exceptional attention to detail, excellent verbal and written communication skills, strong organizational skills, critical thinking, and problem-solving skills.
6. Ability to work independently and as part of a team in a dynamic environment.

UNIQUE EXPERTISE/CERTIFICATION/REGISTRATIONS:

1. Proven hands-on experience with EAM software platforms (e.g., Maximo, Cityworks).
2. Strong understanding of asset management business processes and industry best practices.
3. Demonstrated experience integrating EAM systems with GIS, BIM, and other enterprise tools.
4. Ability to work across departments, facilitating collaboration between technical and business stakeholders.
5. Excellent problem-solving, communication, and project coordination skills.
6. IBM Maximo Professional Certifications and/or similar certifications for other EAM's are a plus but not required.
7. Professional Certifications related to Asset Management (i.e., IAM, CRL, etc.), Project Management (i.e., PMP), IT Management (i.e., UTIL), or Aviation are a plus but not required.
8. Knowledge and experience with emerging technologies (Digital Twins, IoT,

etc.) are a plus but not required.

9. Passionate about EAM, Lean and other collaborative processes.
10. Ability to communicate and mediate between groups and individuals of varying backgrounds and responsibilities.
11. Ability to take on additional responsibilities, as needed, as well as determine and manage priorities with minimal guidance.
12. Possess the ability to work well as part of a team and independently.
13. Possess a high level of enthusiasm and commitment for mentoring all levels of staff.
14. Proficiency in Microsoft Office Suite. Basic PC experience in Windows environments, working knowledge of e-mail, Web-enabled applications, and database software.
15. Ability to pass a Massport background check and obtain a Massport Security Badge.

WORK SCHEDULE:

Ability to work a 37.5-hour workweek and ability to meet the demands of a fluctuating workload based on current need, including weekends and nights.
Ability to carry and respond to cell phone 7 days a week, 24 hours a day.