



**Title: Information Technology Applications Manager**

**Location: Worcester**

**Reports to: Operations**

**Join our team!** At Mustang Bio we are driven by people. The patients we serve and the team we are building are the driving forces behind our mission to deliver life-changing first-in-class cell and gene therapies to patients with genetic diseases and aggressive forms of cancer.

**Overview:** This position reporting to the Senior Director of Information Technology is responsible for working with leadership to develop Information Technology (IT) applications strategies, application delivery, and support services. This is a hands-on role with responsibility to develop the policies and procedures needed to ensure the delivery of high-quality IT services and solutions. As a member of site management, this individual will bring business, systems analysis expertise and strong leadership skills to the Mustang Bio IT team.

This individual will be a collaborative partner across the organization supporting the business with strategic vision, results-oriented leadership, assessment of business priorities, and resource management to ensure the delivery of high-level end user satisfaction.

The functional responsibilities associated with this position are complex in nature and significant to the efficient day to day operations of Mustang Bio. Frequent interactions with regulatory agencies, academic partner quality groups, internal project teams and departments is required.

**Specific Responsibilities:**

Strategy (by Functional Domain)

- Provide recommendations for efficient IT systems development, architecture, effective deployment, support and maintenance for applications across MBIO's IT portfolio.
- Work with leadership to develop and execute long range plans, create general and specific information systems strategies to support the advancement of Mustang Bio's objectives.
- Anticipate future business needs and initiate the development and implementation of programs accordingly.
- Direct the solution sourcing strategy vis-à-vis cloud / on-premise.

Governance

- Own IT Compliance (SOX, GxP, ICH, GDPR, etc.) coordinating with Corporate Quality.
- Own IT Applications Management, coordinating with Corporate Program Management for prioritization, resource allocation and project delivery.
- Participate in SOX audits, FDA audits where requested by Finance, Quality and/or Operations
- Work with leadership to develop capital and operational expense budgets for IT Applications Management.
- Develop practices and policies to ensure IT governance.



### Delivery

- Drive the delivery of all IT applications solutions.
- Support critical business strategies by managing the implementation, validation and training of solutions following SDLC and CSV principles.
- Develop Strategic Application product roadmaps to meet business objectives.
- Contribute to the IT portfolio management process.
- Manage Business System Analysts deployed to projects.
- Create requests for proposals (RFP's), receiving, reviewing and negotiating supplier contracts
- Assist with budget management for licensing, applications

### Support

- Support applications after go-live which includes system monitoring, incident & problem reporting and capacity planning.
- Provide audit, investigation and validation support.
- Manage change controls for applications pre and post go-live.
- Support team to provide Level 2 Helpdesk support and liaise with vendors for Level 3 support.
- Ensure Service Level Agreements (SLAs) are being met.

### **Qualifications and Experience:**

- BS degree with 7+ years of experience performing IT Business/Systems analysis; direct experience in a Biotech/Pharmaceutical environment preferred.
- Experience overseeing multiple programs in various stages of development.
- Strong knowledge of IT practices, methodologies, solutions, processes and approach.
- Strong collaboration and negotiation skills with the ability to influence the decisions of both internal and external stakeholders.
- Ability to work effectively with peers in Manufacturing, Quality, Engineering, Facilities, and Regulatory to ensure company's objectives advance in a timely and cost-effective manner.
- Proven track record managing 3rd party vendors for system implementation and support.
- Excellent analytical and problem-solving skills.
- Strong communication and presentation skills, both verbal and written.
- Independent hands-on performer with ability to set appropriate expectations and meet deliverables.
- Ability to demonstrate a high degree of integrity, and professionalism with the ability to reach out and establish relationships across the organization.
- Ability to break down complex concepts and communicate to non-IT personnel.