



# WORKING IN TTS

Come join our collaborative, flexible work environment, where leadership is valued at all levels of the organization, and opportunities abound to work with leading technologies and learn new skills.

Viewing technology in the context of work, scholarship and campus life, TTS is a university-wide service organization committed to delivering technology services that support Tufts' mission of teaching, learning, research, and service. Understanding that IT enables innovation, TTS prioritizes holistic, human-centered design strategies to create timely and intuitive services, applications and tools that differentiate the Tufts experience.

## Just the Facts

Over

**250 employees**

Located on

**4 Tufts campuses**

Medford/Somerville, Boston-HealthSci,  
Boston-SMFA, Grafton

Supporting

**11 Schools + Central  
Administration departments**

## Our Core Values

- Embrace Collaboration
- Be Innovative
- Take Ownership
- Demonstrate Integrity
- Make Others Successful
- Stay Customer-Centered
- Be Optimistic



*I have dreamt about a career in higher education and the sciences since I was in high school. I loved the thought of being involved with the energy and passion for continued learning and research. I discovered the opportunity at Tufts while I was at Iron Mountain, and I learned that I could bring my years of security and operational process experience to a top-notch university.*

— Lorna Koppel, TTS Director, Information Security





## Social Responsibility & Engagement

- Promoting a diverse and inclusive workforce
- Focusing on sustainability and building a "greener" Tufts
- Helping and supporting the local community
- Rewarding and recognizing employees
- Encouraging personal and professional development
- Supporting work life balance
- Engaging staff through social activities

## Our Strategic Programs

- **AccessTufts** simplifies access to administrative services.
- **ConnectTufts** tailors & packages our existing technologies to make it easy to engage in productive collaboration
- **CreateTufts** works at the nexus of digital & physical to inspire creative teaching, research, & scholarship.
- **DesignTufts** employs design thinking to mobilize Tufts' talent, creativity, & unique capabilities to address complex challenges.
- **DiscoverTufts** leverages data's strategic advantages while maintaining integrity.
- **ExploreTufts** enables Tufts to reach new audiences through a central portfolio of services & expertise in support of non-traditional courses & programs.

Thinking and acting strategically with technology occurs through strong partnerships and an engaged community. Additionally, for technologies to take on integral meaning to our work, we also need reliable and consistent support in using them. With staff across all of Tufts' campuses, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile community and to enable the broadest possible access.

Across our diverse and creative teams, we engage and focus our collective talent to strengthen Tufts' strategic IT capabilities. To keep pace with our community's emerging needs, we continue to evolve our competencies across four main families of practice, including Planning and Design, Service Delivery and Operations, Data Strategy, and Academic Technology.

## We are...

A diverse team of professionals committed to fostering a culture of excellence and innovation, in service to the mission of Tufts University and to all members of its community.



Learn more at: [it.tufts.edu](http://it.tufts.edu)