### Job Family Matrix

**Job Function:** Information Technology  
**Job Family:** Business Analysis - Professional  
**Job Family Summary:** Perform or manage the identification, articulation, definition, facilitation, and implementation of programs and projects in support of continuous improvement in technology and business processes and services.

<table>
<thead>
<tr>
<th>Job Title: Business Analysis Professional II</th>
<th>Job Title: Business Analysis Professional III</th>
<th>Job Title: Business Analysis Professional IV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade Level: 56</td>
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<td>Grade Level: 58</td>
</tr>
<tr>
<td>Exemption: Exempt</td>
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<tr>
<td>Effective/Revision Date: December 2018</td>
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**Job Summary:**

- Independently perform work at an advanced level in support of business services improvement. Devise and/or modify procedures to solve moderately complex technical problems.
- Independently analyze, identify, develop and communicate technical solutions. Devise and/or modify procedures to solve complex technical problems.
- Research, design, document, implement, configure, and validate solutions to business needs. Solve highly complex technical problems. May manage multiple projects simultaneously.

**Core Duties**

- Work within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environment.
- Collaborate with stakeholders to translate business needs into systems requirements and scoping.
- Participate in the definition of systems requirements and gap analysis.
- Perform user needs analysis, product evaluation, customization, testing, implementation, and support.
- Participate in the development of plans and policies for a unit/school.
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct.
- Work at a high level within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environment.
- Collaborate with stakeholders to translate business needs into systems requirements and scoping.
- Contribute to the definition of systems requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business objectives.
- Perform user needs analysis, product evaluation, selection, customization, testing, implementation, and support.
- Participate in the development of plans and policies for a unit/school.
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct.
- Work at an expert level within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environment.
- Collaborate with stakeholders to translate business needs into systems requirements and scoping.
- Define systems requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business objectives.
- Responsible for business transition management to ensure that systems are understood by users.
- Contribute to budget planning.
- Contribute to the development of plans and policies for a unit/school.
- Advise unit/school.
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct.
# Job Family Matrix

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<thead>
<tr>
<th>Basic Qualifications</th>
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<tr>
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<tr>
<td>• Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor</td>
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**Job Function:** Information Technology

**Job Family:** Business Analysis - Professional

**Job Family Summary:** Perform or manage the identification, articulation, definition, facilitation, and implementation of programs and projects in support of continuous improvement in technology and business processes and services.

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**Job Title:** Business Analysis Professional V

**Job Code:** I0859P

**Grade Level:** 59

**Exemption:** Exempt

**Effective/Revision Date:** December 2018

**Job Summary**

Lead research, design, documentation, implementation, configuration, and validation of solutions to business needs. Solve large, complex and multifaceted technical problems. May manage multiple projects simultaneously.

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**Core Duties**

- Function as a subject matter expert
- Provide leadership on team activities related to service analysis initiatives and consider the business implications of technology application to the current and future business environment
- Collaborate with stakeholders to translate business needs into systems requirements and scoping
- Lead definition of system requirements, gap analysis, and identification of feasible alternative solutions that meet defined business objectives
- Oversee business transition management to ensure that systems are understood by users
- Develop budget planning
- Contribute to development of long term strategy, plans, and policies for a unit/school
- Advise unit/school
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct
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## Job Family Matrix

### Job Function: Information Technology  
### Job Family: Business Analysis - Management

**Job Family Summary:** Perform or manage the identification, articulation, definition, facilitation, and implementation of programs and projects in support of continuous improvement in technology and business processes and services.

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**Job Summary**

- Independently analyze, identify, develop and communicate technical solutions. Devise and/or modify procedures to solve complex technical problems.
- Research, design, document, implement, configure, and validate solutions to business needs. Solve highly complex technical problems. May manage multiple projects simultaneously.
- Lead research, design, documentation, implementation, configuration, and validation of solutions to business needs. Solve large, complex and multifaceted technical problems. May manage multiple projects simultaneously.

**Core Duties**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment.
- Work at a high level within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environment.
- Collaborate with stakeholders to translate business needs into systems requirements and scoping.
- Contribute to the definition of systems requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business objectives.
- Performed user needs analysis, product evaluation, selection, customization, testing, implementation, and support.
- Participate in the development of plans and policies for a unit/school.
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct.

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment.
- Work at an expert level within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environment.
- Collaborate with stakeholders to translate business needs into systems requirements and scoping.
- Define systems requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business objectives.
- Oversee business transition management to ensure that systems are understood by users.
- Contribute to budget planning.
- Advise unit/school.
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct.

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment.
- Function as a subject matter expert.
- Provide leadership on team activities related to service analysis initiatives and consider the business implications of technology application to the current and future business environment.
- Collaborate with stakeholders to translate business needs into systems requirements and scoping.
- Lead definition of system requirements, gap analysis, and identification of feasible alternative solutions that meet defined business objectives.
- Oversee business transition management to ensure that systems are understood by users.
- Develop budget planning.
- Contribute to development of long term strategy, plans, and policies for a unit/school.
- Advise unit/school.
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct.
## Basic Qualifications

- Minimum of two years' post-secondary education and/or relevant work experience
- Minimum of five years' post-secondary education and/or relevant work experience
- Supervisory Experience
- Minimum of seven years' post-secondary education and/or relevant work experience
- Supervisory experience

## Additional Qualifications and Skills

- Supervisory Experience
- Minimum two years' additional post-secondary education and/or relevant work experience
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Highly specialized knowledge of a specific technology
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
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## Certificates and Licenses

- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
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## Physical Requirements

- Work is performed in an office setting
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## Working Conditions

- Work is performed in an office setting