### 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>
<td>Grade Level: 57</td>
<td>Grade Level: 58</td>
</tr>
<tr>
<td>Exemption: Exempt</td>
<td>Exemption: Exempt</td>
<td>Exemption: Exempt</td>
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<tr>
<td>Effective/Revision Date: December 2018</td>
<td>Effective/Revision Date: December 2018</td>
<td>Effective/Revision Date: December 2018</td>
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</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Basic Qualifications</th>
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<tr>
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<td>• Minimum of five years’ post-secondary education or relevant work experience</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Qualifications and Skills</th>
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</thead>
<tbody>
<tr>
<td>• Knowledge of information technology applications, processes, software and equipment</td>
<td>• Minimum two years’ additional post-secondary education or relevant work experience</td>
<td>• Knowledge of information technology applications, processes, software and equipment</td>
</tr>
<tr>
<td>• Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor</td>
<td>• Knowledge of information technology applications, processes, software and equipment</td>
<td>• Highly specialized knowledge of a specific technology</td>
</tr>
<tr>
<td>• Minimum of five years’ post-secondary education or relevant work experience</td>
<td>• Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor</td>
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</table>

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<tr>
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<tr>
<td>• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred</td>
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<tr>
<th>Physical Requirements</th>
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## 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.

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**Job Title:** Business Analysis Professional V

**Job Code:** I0859P

**Grade Level:** 59  
**Exemption:** Exempt

**Effective/Revision Date:** December 2018

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**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
## Basic Qualifications
- Minimum of seven years' post-secondary education or relevant work experience

## Additional Qualifications and 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

## Certificates and Licenses
- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred

## Physical Requirements

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

<table>
<thead>
<tr>
<th>Job Title: Business Analysis Mgt III</th>
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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.
- 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.

- 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.
- Responsible for business transition management to ensure that systems are understood by users.
- Contribute to budget planning.
- Advise unit/school.

- 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.
# Job Family Matrix

## Basic Qualifications
- Minimum of two years' post-secondary education or relevant work experience
- Minimum of five years' post-secondary education or relevant work experience
- Supervisory Experience

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

## Certificates and Licenses
- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred

## Physical Requirements
- Work is performed in an office setting