

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.			
Job Title: Business Analysis Professional II		Job Title: Business Analysis Professional III	
Job Code: I0856P		Job Code: I0857P	
Grade Level: 56 Exemption: Exempt		Grade Level: 57 Exemption: Exempt	
Effective/Revision Date: December 2020		Effective/Revision Date: December 2020	
Job Summary		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.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> Work within a team on most phases of services 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 		<ul style="list-style-type: none"> 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 	
		<ul style="list-style-type: none"> 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

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Minimum of two years' post-secondary education or relevant work experience 	<ul style="list-style-type: none"> • Minimum of two years' post-secondary education or relevant work experience 	<ul style="list-style-type: none"> • Minimum of five years' post-secondary education or relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Minimum two years' additional post-secondary education or relevant work experience • 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 	<ul style="list-style-type: none"> • 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	Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements	Physical Requirements
Working Conditions	Working Conditions	Working Conditions
<ul style="list-style-type: none"> • Work is performed in an office setting 	<ul style="list-style-type: none"> • Work is performed in an office setting 	<ul style="list-style-type: none"> • Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: Business Analysis - Professional
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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.

Job Title: Business Analysis Professional V

Job Code: I0859P

Grade Level: 59 **Exemption:** Exempt

Effective/Revision Date: December 2020

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.

Typical 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

Job Family Matrix

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
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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.			
Job Title: Business Analysis Mgt II		Job Title: Business Analysis Mgt III	
Job Code: I0856M		Job Code: I0857M	
Grade Level: 56 Exemption: Exempt		Grade Level: 57 Exemption: Exempt	
Effective/Revision Date: December 2020		Effective/Revision Date: December 2020	
Job Summary		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.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> • 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 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 		<ul style="list-style-type: none"> • 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 	
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Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> Supervisory Experience 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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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Job Title: Business Analysis Mgt V

Job Code: I0859M

Grade Level: 59 **Exemption:** Exempt

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