Job Family Matrix

Job Function: Information Technology	**Job Family:** IT Data Management: Data Architecture - Professional

Job Family Summary: Perform or manage processes that include acquiring, validating, storing, protecting, and processing data to ensure the accessibility, reliability, and timeliness of the data for its users to inform business decisions and gain deep insights into trends and opportunities.

Job Title: IT Data Architecture Professional II	**Job Title:** IT Data Architecture Professional III	**Job Title:** IT Data Architecture Professional IV
Job Code: I1356P	**Job Code:** I1357P	**Job Code:** I1358P
Grade Level: 56 **Exemption:** Exempt	**Grade Level:** 57 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt
Effective/Revision Date: April 2020	**Effective/Revision Date:** April 2020	**Effective/Revision Date:** April 2020
Job Summary	**Job Summary**	**Job Summary**
Independently assist in the development, maintenance and support of a data management system.	Independently assist in the design, development, maintenance and support of a data management system.	Responsible for overall data management design and construction, ensuring optimization of data access, integration, and utilization. Manage interface and connectivity between multiple data storage sources using advanced database administration expertise.
Typical Core Duties	**Typical Core Duties**	**Typical Core Duties**
- Perform aspects of data management services which may include database and analytics platform research and design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Collaborate to prepare data acquisition/access analysis - Code and document scripts and stored procedures - Prepare and implement data verification and testing methods - Evaluate existing subject areas stored in the data warehouse - Provide technical expertise to support system level programs - Provide documentation for specific systems and processes - Troubleshoot problems and recommend improvements - May provide training to clients and staff - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct	- Manage aspects of data management services which may include database and analytics platform research and design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Assist with the preparation of data verification and testing methods for data/applications loaded into the warehouse, or other data repositories, to ensure compatibility across different sources - Code, develop, and document scripts and stored procedures - Collaborate with stakeholders to prepare data acquisition/access analysis - Provide technical expertise and direction in developing and supporting system level programs - Provide documentation for specific systems and processes - Troubleshoot advanced problems and recommend appropriate action - May provide training to clients and staff - Act as a resource for a school or unit - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct	- Lead aspects of data management services which may include database and analytics platform research and design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Collaborate to prepare data verification and testing methods for data/applications loaded into the warehouse, or other data repositories, to ensure compatibility across different sources - Code, develop, and document complex scripts integration mappings and workflows, and stored procedures - Provide technical expertise and direction in developing and supporting system level programs - Troubleshoot advanced data problems and recommend appropriate action - Create new or enhanced components of data architecture and interfaces - Collaborate with business partners to determine needs and evaluate solutions - Provide training to clients and staff - May function as subject matter expert or project lead - Actively contribute to formulation of plans and policies - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
• Minimum of two years' post-secondary education or relevant work experience	• Minimum of two years' post-secondary education or relevant work experience	• Minimum of five years' post-secondary education or relevant work experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**	**Additional Qualifications and Skills**
• Knowledge of information technology applications, processes, software and equipment • Knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor	• Minimum two years' additional post-secondary education or relevant work experience • Knowledge of information technology applications, processes, software and equipment • Advanced knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor	• Knowledge of information technology applications, processes, software and equipment • Advanced knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management skills • 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**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: IT Data Management: Data Architecture - Professional
Job Family Summary: Perform or manage processes that include acquiring, validating, storing, protecting, and processing data to ensure the accessibility, reliability, and timeliness of the data for its users to inform business decisions and gain deep insights into trends and opportunities.	

Job Title: IT Data Architecture Professional V	**Job Title:** IT Data Architecture Professional VI
Job Code: I1359P	**Job Code:** I1360P
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: April 2020	**Effective/Revision Date:** April 2020
Job Summary	**Job Summary**
Responsible for the development, maintenance and support of data warehouse systems including multiple interfaces. Focus on big-picture and strategic issues; develop policy. Projects are large, complex, and multi-faceted.	Evaluate and direct strategy to create a set of technical functions and procedures allowing the creation of applications that access the features or data of an operating system, application, or other service. Solve unique problems that have broad impact, and design and gain resources to carry out solution(s).
Typical Core Duties	**Typical Core Duties**
- Lead aspects of data management services which may include data modeling and database and analytics platform design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Lead team in development and enhancements of the data user interface including data acquisition/access analysis - Monitor status of assignments; review code and document scripts and procedures - Design and implement data verification and testing methods - Identify and evaluate opportunities to improve existing subject areas and applications and determine viability for adoption - Provide technical expertise and direction in developing and supporting system level programs - Identify areas for efficiency or improvement; recommend improvements - Create new standards and procedures related to end user and interface development, including user requirements - Partner with others on technical issues and system architecture definition - May manage vendor relationships - Provide training to clients and staff - Function as subject matter expert or project lead; advise unit/school - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct	- Direct aspects of data management services which may include data modeling and database and analytics platform design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Facilitate database design, performance, optimization, backup and recovery, storage capacity planning, implementation - Assess technical strategies for projects, collect requirements, and recommend solutions to complex problems with focus on data modeling - May be responsible for budget planning, monitoring, and vendor contracting - Predict opportunities; propose and lead the creation, development, and implementation of enhancements and/or new tools and service - Facilitate the new and ongoing management of established partnerships with both internal and external stakeholders - Share in-depth knowledge as a resource to staff and community - Function as subject matter expert or project lead - Collaborate with University-wide leadership to formulate processes, policies and procedures - 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
• Minimum of seven years' post-secondary education or relevant work experience	• Minimum of seven years' post-secondary education or relevant work experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**
• Knowledge of information technology applications, processes, software and equipment • Advanced knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor	• Minimum three years' additional post-secondary education or relevant work experience • Advanced knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management 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	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**
Working Conditions	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology		**Job Family:** IT Data Management: Data Architecture - Management	

Job Family Summary: Perform or manage processes that include acquiring, validating, storing, protecting, and processing data to ensure the accessibility, reliability, and timeliness of the data for its users to inform business decisions and gain deep insights into trends and opportunities.

Job Title: IT Data Architecture Mgt II	**Job Title:** IT Data Architecture Mgt III	**Job Title:** IT Data Architecture Mgt IV
Job Code: I1356M	**Job Code:** I1357M	**Job Code:** I1358M
Grade Level: 56 **Exemption:** Exempt	**Grade Level:** 57 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt
Effective/Revision Date: April 2020	**Effective/Revision Date:** April 2020	**Effective/Revision Date:** April 2020
Job Summary	**Job Summary**	**Job Summary**
Independently assist in the development, maintenance and support of a data management system.	Independently assist in the design, development, maintenance and support of a data management system.	Responsible for overall data management design and construction, ensuring optimization of data access, integration, and utilization. Manage interface and connectivity between multiple data storage sources using advanced database administration expertise.
Typical Core Duties	**Typical Core Duties**	**Typical 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 - Perform aspects of data management services which may include database and analytics platform research and design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Collaborate to prepare data acquisition/access analysis - Code and document scripts and stored procedures - Prepare and implement data verification and testing methods - Evaluate existing subject areas stored in the data warehouse - Provide technical expertise to support system level programs - Provide documentation for specific systems and processes - Troubleshoot problems and recommend improvements - May provide training to clients and staff - 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 - Manage aspects of data management services which may include database and analytics platform research and design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Assist with the preparation of data verification and testing methods for data/applications loaded into the warehouse, or other data repositories, to ensure compatibility across different sources - Code, develop, and document scripts and stored procedures - Collaborate with stakeholders to prepare data acquisition/access analysis - Provide technical expertise and direction in developing and supporting system level programs - Provide documentation for specific systems and processes - Troubleshoot advanced problems and recommend appropriate action - May provide training to clients and staff - Act as a resource for a school or unit - 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 - Lead aspects of data management services which may include database and analytics platform research and design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Collaborate to prepare data verification and testing methods for data/applications loaded into the warehouse, or other data repositories, to ensure compatibility across different sources - Code, develop, and document complex scripts integration mappings and workflows, and stored procedures - Provide technical expertise and direction in developing and supporting system level programs - Troubleshoot advanced data problems and recommend appropriate action - Create new or enhanced components of data architecture and interfaces - Collaborate with business partners to determine needs and evaluate solutions - Provide training to clients and staff - May function as subject matter expert or project lead - Actively contribute to formulation of plans and policies - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
• Minimum of two years' post-secondary education or relevant work experience	• 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	**Additional Qualifications and Skills**	**Additional Qualifications and Skills**
• Supervisory experience • Knowledge of information technology applications, processes, software and equipment • Knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor	• Supervisory experience • Minimum two years' additional post-secondary education or relevant work experience • Knowledge of information technology applications, processes, software and equipment • Advanced knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor	• Knowledge of information technology applications, processes, software and equipment • Advanced knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management skills • 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**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	**Job Family:** IT Data Management: Data Architecture - Management
Job Family Summary: Perform or manage processes that include acquiring, validating, storing, protecting, and processing data to ensure the accessibility, reliability, and timeliness of the data for its users to inform business decisions and gain deep insights into trends and opportunities	

Job Title: IT Data Architecture Mgt V	**Job Title:** IT Data Architecture Mgt VI
Job Code: I1359M	**Job Code:** I1360M
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: April 2020	**Effective/Revision Date:** April 2020
Job Summary	**Job Summary**
Responsible for the development, maintenance and support of data warehouse systems including multiple interfaces. Focus on big-picture and strategic issues; develop policy. Projects are large, complex, and multi-faceted.	Evaluate and direct strategy to create a set of technical functions and procedures allowing the creation of applications that access the features or data of an operating system, application, or other service. Solve unique problems that have broad impact, and design and gain resources to carry out solution(s).
Typical Core Duties	**Typical 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 - Lead aspects of data management services which may include data modeling and database and analytics platform design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Lead team in development and enhancements of the data user interface including data acquisition/access analysis - Monitor status of assignments; review code and document scripts and procedures - Design and implement data verification and testing methods - Identify and evaluate opportunities to improve existing subject areas and applications and determine viability for adoption - Provide technical expertise and direction in developing and supporting system level programs - Identify areas for efficiency or improvement; recommend improvements - Create new standards and procedures related to end user and interface development, including user requirements - Partner with others on technical issues and system architecture definition - May manage vendor relationships - Provide training to clients and staff - Function as subject matter expert or project lead; 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 - Direct aspects of data management services which may include data modeling and database and analytics platform design, database performance and optimization, recovery/load strategy and implementation, and data modeling - Facilitate database design, performance, optimization, backup and recovery, storage capacity planning, implementation - Assess technical strategies for projects, collect requirements, and recommend solutions to complex problems with focus on data modeling - May be responsible for budget planning, monitoring, and vendor contracting - Predict opportunities; propose and lead the creation, development, and implementation of enhancements and/or new tools and service - Facilitate the new and ongoing management of established partnerships with both internal and external stakeholders - Share in-depth knowledge as a resource to staff and community - Function as subject matter expert or project lead - Collaborate with University-wide leadership to formulate processes, policies and procedures - 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
• Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience	• Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**
• Knowledge of information technology applications, processes, software and equipment • Advanced knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor	• Minimum three years' additional post-secondary education or relevant work experience • Knowledge of information technology applications, processes, software and equipment • Advanced knowledge of ETL (Extraction, Transformation, and Loading), reporting and database technologies • Advanced communication, technical and project management skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
Certificates and Licenses	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**
Working Conditions	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	**Job Family:** IT Data Management: Reporting and Analytics – Professional

Job Family Summary: Perform or manage processes that include acquiring, validating, storing, protecting, and processing data to ensure the accessibility, reliability, and timeliness of the data for its users to inform business decisions and gain deep insights into trends and opportunities.

Job Title: IT Reporting and Analytics Professional II	**Job Title:** IT Reporting and Analytics Professional III	**Job Title:** IT Reporting and Analytics Professional IV
Job Code: I1456P	**Job Code:** I1457P	**Job Code:** I1458P
Grade Level: 56 **Exemption:** Exempt	**Grade Level:** 57 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt
Effective/Revision Date: April 2020	**Effective/Revision Date:** April 2020	**Effective/Revision Date:** April 2020
Job Summary	**Job Summary**	**Job Summary**
Independently provide analytical and operational support for reporting and analytic systems. Prepare standard and ad-hoc reports for various departments, managers, and faculty. Conduct intricate data analyses.	Collect, analyze, and disseminate data for one or more business subject areas. Provide support on various analyses and reporting services that include: conducting complex statistical and quantitative analyses and presenting data in written reports, oral presentations and graphical displays.	Provide a broad range of reporting and data analysis to meet business needs. Responsible for developing, testing, and generating reports or dashboards from a host of systems and delivering results to clients. Plan and conduct comprehensive analytics services including reporting and predictive analytics. Provide expert level technical and project leadership. May manage and be a key contributor on multiple projects simultaneously.
Typical Core Duties	**Typical Core Duties**	**Typical Core Duties**
- Contribute to the building of complex data sets and conduct intricate data analysis; define user objectives, business needs, scope, and revise existing system logic difficulties - Design and produce reports to support a variety of business needs - Resolve data discrepancies between data warehouse and systems - Support developmental work on an application and its reports and database; collaborate with application developers on the design of table structures, reports and entry screens - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct	- Interview business owners to understand business problem, document solution and timeline - Write programs to analyze data in a complex data environment and advance cross-functional workforce planning projects through project management and consultative services - Design and evaluate test data and generate reports and tables of statistical results using a variety of tools (query and database) - Research, develop and analyze metrics for projects and programs - Collaborate with technical staff to standardize and systemize routine reports, dashboards, and metrics - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct	- Interview business owners to understand business problem/question; collect, analyze and present data to identify trends, causes, risks and opportunities - Conceptualize, research, design, develop and deliver complex reports and analyses - Leverage a variety of qualitative and quantitative techniques, including predictive analysis and visualization, to derive valuable, actionable information from data - Develop business applications to provide a comprehensive suite of self-service solutions; may test prototype software and participate in approval and release process for software - Implement solutions to standardize and systemize routine reports, dashboards, and metrics - Advocate for the implementation of data standards and value of common data elements to business partners; Identify gaps in data/collection processes - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
• Minimum of two years' post-secondary education or relevant work experience	• Minimum of two years' post-secondary education or relevant work experience	• Minimum of five years' post-secondary education or relevant work experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**	**Additional Qualifications and Skills**
• Advanced proficiency in MS Office applications • Basic knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector	• Minimum two years' additional post-secondary education or relevant work experience • Advanced proficiency in MS Office applications • Advanced knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector	• Advanced proficiency in MS Office applications • Advanced knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector
Certificates and Licenses	**Certificates and Licenses**	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	**Job Family:** IT Data Management: Reporting and Analytics – Professional
Job Family Summary: Perform or manage processes that include acquiring, validating, storing, protecting, and processing data to ensure the accessibility, reliability, and timeliness of the data for its users to inform business decisions and gain deep insights into trends and opportunities.	

Job Title: IT Reporting and Analytics Professional V	**Job Title:** IT Reporting and Analytics Professional VI
Job Code: I1459P	**Job Code:** I1460P
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: April 2020	**Effective/Revision Date:** April 2020
Job Summary	**Job Summary**
Provide leadership in advocating for and expanding the use of data analytics; lead a variety of projects, data consulting, and quantitative analysis services to a broad range of clients. Support strategic objectives based on an informed, fact-based, and analytical understanding. Focus on big-picture and strategic issues; develop policy. Projects are large, complex, and multi-faceted.	Determine long range strategic objectives and provide leadership in advocating the use of information. Responsible for the development and implementation of information and reporting systems and tools. Understand and accommodate user needs and provide solutions to enhance business decision making capabilities. Solve unique problems that have broad impact, and design and gain resources to carry out solution(s).
Typical Core Duties	**Typical Core Duties**
- Advocate for the use of analytics to support strategic decisions - Conduct business needs gathering and assessment, data modeling, dashboard design, implementation of security rights, thorough testing, orchestrating releases into production, and announcing new applications to the wider audience and providing user support - Lead a variety of special projects, data consulting and quantitative analysis services for a wide range of clients - Collaborate with technical partners and develop analytics applications - Communicate and explain findings to various audiences in a way that makes an impact and is easily comprehensible - Collaborate with University leaders responsible for strategy and decision making to identify and deliver key measures - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct	- Establish and implement short- and long-range organizational goals, objectives, strategic plans, policies, operating procedures and budgeting - Develop and implement data analytics infrastructure and systems; determine appropriate functionalities and capacities to meet user needs - Lead the design and development of reporting - Develop, implement and evaluate key metrics to understand significant trends and measure impact; communicate actional findings - May be responsible for budget planning, monitoring, and vendor contracting - Collaborate with senior leadership to identify opportunities to use data analytics; lead the implementation and adoption of solutions - Design and implement effective training programs - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
• Minimum of seven years' post-secondary education or relevant work experience	• Minimum of seven years' post-secondary education or relevant work experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**
• Advanced proficiency in MS Office applications • Advanced knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector	• Minimum three years' additional post-secondary education or relevant work experience • Advanced proficiency in MS Office applications • Advanced knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector
Certificates and Licenses	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**
Working Conditions	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	**Job Family:** IT Data Management: Reporting and Analytics – Management

Job Family Summary: Perform or manage processes that include acquiring, validating, storing, protecting, and processing data to ensure the accessibility, reliability, and timeliness of the data for its users to inform business decisions and gain deep insights into trends and opportunities.

Job Title: IT Reporting and Analytics Mgt II	**Job Title:** IT Reporting and Analytics Mgt III	**Job Title:** IT Reporting and Analytics Mgt IV
Job Code: I1456M	**Job Code:** I1457M	**Job Code:** I1458M
Grade Level: 56 **Exemption:** Exempt	**Grade Level:** 57 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt
Effective/Revision Date: April 2020	**Effective/Revision Date:** April 2020	**Effective/Revision Date:** April 2020
Job Summary	**Job Summary**	**Job Summary**
Independently assist in the development, maintenance and support of a data management system.	Independently assist in the design, development, maintenance and support of a data management system.	Responsible for overall data management design and construction, ensuring optimization of data access, integration, and utilization. Manage interface and connectivity between multiple data storage sources using advanced database administration expertise.
Typical Core Duties	**Typical Core Duties**	**Typical 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 - Contribute to the building of complex data sets and conduct intricate data analysis; define user objectives, business needs, scope, and revise existing system logic difficulties - Design and produce reports to support a variety of business needs - Resolve data discrepancies between data warehouse and systems - Support developmental work on an application and its reports and database; collaborate with application developers on the design of table structures, reports and entry screens - 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 - Interview business owners to understand business problem, document solution and timeline - Write programs to analyze data in a complex data environment and advance cross-functional workforce planning projects through project management and consultative services - Design and evaluate test data and generate reports and tables of statistical results using a variety of tools (query and database) - Research, develop and analyze metrics for projects and programs - Collaborate with technical staff to standardize and systemize routine reports, dashboards, and metrics - 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 - Interview business owners to understand business problem/question; collect, analyze and present data to identify trends, causes, risks and opportunities - Conceptualize, research, design, develop and deliver complex reports and analyses - Leverage a variety of qualitative and quantitative techniques, including predictive analysis and visualization, to derive valuable, actionable information from data - Develop business applications to provide a comprehensive suite of self-service solutions; may test prototype software and participate in approval and release process for software - Implement solutions to standardize and systemize routine reports, dashboards, and metrics - Advocate for the implementation of data standards and value of common data elements to business partners; Identify gaps in data/collection processes - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
• Minimum of two years' post-secondary education or relevant work experience	• 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	**Additional Qualifications and Skills**	**Additional Qualifications and Skills**
• Supervisory experience • Advanced proficiency in MS Office applications • Basic knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector	• Supervisory experience • Minimum two years' additional post-secondary education or relevant work experience • Advanced proficiency in MS Office applications • Advanced knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector	• Advanced proficiency in MS Office applications • Advanced knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector
Certificates and Licenses	**Certificates and Licenses**	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: IT Data Management: Reporting and Analytics – Management

Job Family Summary: Perform or manage processes that include acquiring, validating, storing, protecting, and processing data to ensure the accessibility, reliability, and timeliness of the data for its users to inform business decisions and gain deep insights into trends and opportunities.

Job Title: IT Reporting and Analytics Mgt V	**Job Title:** IT Reporting and Analytics Mgt VI
Job Code: I1459M	**Job Code:** I1460M
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: April 2020	**Effective/Revision Date:** April 2020
Job Summary	**Job Summary**
Provide leadership in advocating for and expanding the use of data analytics; lead a variety of projects, data consulting, and quantitative analysis services to a broad range of clients. Support strategic objectives based on an informed, fact-based, and analytical understanding. Focus on big-picture and strategic issues; develop policy. Projects are large, complex, and multi-faceted.	Determine long range strategic objectives and provide leadership in advocating the use of information. Responsible for the development and implementation of information and reporting systems and tools. Understand and accommodate user needs and provide solutions to enhance business decision making capabilities. Solve unique problems that have broad impact, and design and gain resources to carry out solution(s).
Typical Core Duties	**Typical 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 - Advocate for the use of analytics to support strategic decisions - Conduct business needs gathering and assessment, data modeling, dashboard design, implementation of security rights, thorough testing, orchestrating releases into production, and announcing new applications to the wider audience and providing user support - Lead a variety of special projects, data consulting and quantitative analysis services for a wide range of clients - Collaborate with technical partners and develop analytics applications - Communicate and explain findings to various audiences in a way that makes an impact and is easily comprehensible - Collaborate with University leaders responsible for strategy and decision making to identify and deliver key measures - 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 - Establish and implement short- and long-range organizational goals, objectives, strategic plans, policies, operating procedures and budgeting - Develop and implement data analytics infrastructure and systems; determine appropriate functionalities and capacities to meet user needs - Lead the design and development of reporting - Develop, implement and evaluate key metrics to understand significant trends and measure impact; communicate actional findings - May be responsible for budget planning, monitoring, and vendor contracting - Collaborate with senior leadership to identify opportunities to use data analytics; lead the implementation and adoption of solutions - Design and implement effective training programs - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
• Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience	• Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**
• Advanced proficiency in MS Office applications • Advanced knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector	• Minimum three years' additional post-secondary education or relevant work experience • Advanced proficiency in MS Office applications • Advanced knowledge of and experience applying data analytics, data visualization and business intelligence principles • Demonstrated cross-functional project management experience • Strong written, verbal and visual communication and presentation skills • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Knowledge of relevant business sector
Certificates and Licenses	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**
Working Conditions	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting