Information Technology Job Function

IT Infrastructure Professional II
Grade: 56
Job Code: I0956P
Job Family: Infrastructure
Job Family Matrix: Infrastructure Matrix

Summary
Independently support the IT infrastructure environment and/or facilities. Role may focus on maintenance, support and documentation/troubleshooting. Typically work as part of a team to implement IT solutions to business problems. Participate in projects.

Core Duties
- Participate in the build, configuration and documentation of IT infrastructure
- Maintain and support IT infrastructure, ensuring adherence to standards and service level objectives
- Troubleshoot and manage escalations
- Monitor performance and make recommendations
- Collaborate with internal customers and partners/stakeholder? (may include service providers)
- Support and collaborate with internal and external stakeholders.
- 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

Additional Qualifications and Skills
- Knowledge of maintenance and support of IT infrastructure systems within an enterprise environment
- 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
- Occasionally required to work outside of normal business hours, and may be called during off hours