Information Technology Job Function

IT Infrastructure Professional IV
Grade: 58
Job Code: I0958P
Job Family: Infrastructure
Job Family Matrix: Infrastructure Matrix

Summary
Plan and conduct comprehensive infrastructure engineering duties. Role may focus on one or more technical area. Perform expert level build, configuration and maintenance across systems. Implement IT solutions to complex business problems. Provide expert level technical and project leadership. May manage and be a key contributor on multiple projects simultaneously.

Core Duties
- Participate fully in the build, configuration and documentation of IT infrastructure
- Ensure adherence to IT standards and service level objectives.
- Monitor and optimize IT infrastructure.
- Define and track performance metrics to ensure efficient use of IT resources
- Design and implement robust and secure IT solutions
- Identify opportunities to leverage technologies and improve processes/services and implement related enhancements
- Support and collaborate with internal and external stakeholders.
- Draw on relationship and technical skills to act as technical liaison and mentor junior staff
- Contribute to establishment of best practices
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Basic Qualifications
- Minimum of five years’ post-secondary education and/or relevant work experience

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