## Job Family Matrix

**Job Function:** Information Technology

**Job Family:** IT Project Management - Professional

**Job Family Summary:** Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.

<table>
<thead>
<tr>
<th>Job Title: IT Project Manager III</th>
<th>Job Title: IT Project Facilitator III</th>
<th>Job Title: IT Project Manager IV</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Code:</strong> I0057P</td>
<td><strong>Job Code:</strong> I0157P</td>
<td><strong>Job Code:</strong> I0058P</td>
</tr>
<tr>
<td><strong>Grade Level:</strong> 57</td>
<td><strong>Grade Level:</strong> 57</td>
<td><strong>Grade Level:</strong> 58</td>
</tr>
<tr>
<td><strong>Exemption:</strong> Exempt</td>
<td><strong>Exemption:</strong> Exempt</td>
<td><strong>Exemption:</strong> Exempt</td>
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<tr>
<td><strong>Effective/Revision Date:</strong> December 2017</td>
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<td><strong>Effective/Revision Date:</strong> December 2017</td>
</tr>
</tbody>
</table>

## Job Summary

**IT Project Manager III:** Independently coordinate complex procedures and execute work necessary to successful IT project completion in a unit or department, requiring high levels of cross-functional integration and involving multiple disciplines to be managed. Perform project management oversight of small projects or one or more large tasks within a larger project.

**IT Project Facilitator III:** Independently execute work and facilitate the collaborative effort of self-organizing cross-functional teams, in order to repeatedly deliver small, usable project segments (specified, developed and tested) in short cycles that comprise a final product.

**IT Project Manager IV:** Plan, conduct, and supervise the completion of complex information technology projects in a unit or department, requiring high levels of functional integration and involving multiple disciplines to be managed. May manage a number of projects and/or programs simultaneously.

## Core Duties

<table>
<thead>
<tr>
<th>Core Duties</th>
<th>Core Duties</th>
<th>Core Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Collaborate to review project plans and proposals and develop project objectives; identify project responsibilities by determining the phases and elements of the project; calculate time frames and sequence the stages of the project.</td>
<td>• Facilitate discussion, decision making, and conflict resolution for one or more work teams.</td>
<td>• Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure timely completion of project.</td>
</tr>
<tr>
<td>• Develop and manage project roadmap</td>
<td>• Facilitate project workflow and scheduling</td>
<td>• Responsible for project discovery</td>
</tr>
<tr>
<td>• Execute, coordinate, and perform technical aspects of project research issues</td>
<td>• Assist with internal and external communication, improving transparency, and radiating information</td>
<td>• Serve as expert regarding scope and project objectives, solution's value and technology, as well as the role and function of each team member</td>
</tr>
<tr>
<td>• Review, evaluate, approve, and monitor cost schedule and technical scope baselines</td>
<td>• Support and educate the product owner regarding product progress and backlog issues</td>
<td>• Ensure work completion within schedule, budgetary and design constraints</td>
</tr>
<tr>
<td>• Ensure the preparation and delivery of required project documentation</td>
<td>• Absorb and leverage project related technology to ensure effective project management and collaboration</td>
<td>• Make decisions about analysis, design and testing; solve complex technical problems; and, when necessary, provide alternative methods for achieving goals</td>
</tr>
<tr>
<td>• Prepare and provide project status updates</td>
<td>• Provide subject matter expertise and support to the team</td>
<td>• Work collaboratively with colleagues to leverage resources for successful project completion</td>
</tr>
<tr>
<td>• Contribute to communication plan and change management</td>
<td>• May provide training to clients/staff</td>
<td>• Make independent decisions within the confines established by sponsors/business owners</td>
</tr>
<tr>
<td>• Absorb and leverage project related technology to ensure effective project management and collaboration</td>
<td>• Apply Harvard University's IT technical standards and best practices</td>
<td>• Serve as primary contact with user groups and stakeholders</td>
</tr>
<tr>
<td>• May provide training to clients/staff</td>
<td>• Abide by and follow the Harvard University IT Code of Conduct</td>
<td>• Leverage steering and executive committees for decision-making, change management, and communications</td>
</tr>
<tr>
<td>• Apply Harvard University's IT technical standards and best practices</td>
<td></td>
<td>• Absorb and leverage project related technology to ensure effective project management and collaboration</td>
</tr>
<tr>
<td>• Abide by and follow the Harvard University IT Code of Conduct</td>
<td></td>
<td>• Advise unit/school regarding post project operations</td>
</tr>
</tbody>
</table>

- **Required Knowledge:** Information Technology, Project Management, Business Analysis
- **Special Skills:** Problem Solving, Communication, Teamwork
- **Tools/Equipment:** Computer, Project Management Software

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*Job Function, Job Family, and Job Summary are placeholders as the actual title, description, and requirements may differ.*
### Job Family Matrix

#### Basic Qualifications
- Minimum of two years’ post-secondary education and/or relevant work experience
- Demonstrated cross-functional project management experience

#### Basic Qualifications
- Minimum of five years’ post-secondary education and/or relevant work experience
- Demonstrated cross-functional project management experience

#### Additional Qualifications and Skills
- Minimum of two years’ additional post-secondary education and/or relevant work experience
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment

#### Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment

#### Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Highly specialized knowledge of a specific technology
- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment

#### Certificates and Licenses
- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
- PMP or other relevant certification and experience preferred, e.g., Scrum Master

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- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
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#### Certificates and Licenses
- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
- PMP or other relevant certification and experience preferred, e.g., Scrum Master

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

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

#### Working Conditions
- Work is performed in an office setting
### Job Family Matrix

**Job Function:** Information Technology  
**Job Family:** IT Project Management - Professional

**Job Family Summary:** Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.

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<tr>
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<tbody>
<tr>
<td>IT Project Facilitator IV</td>
<td>IT Release Manager IV</td>
<td>IT Project Manager V</td>
</tr>
<tr>
<td>Job Code: I0158P</td>
<td>Job Code: I0258P</td>
<td>Job Code: I0059P</td>
</tr>
<tr>
<td>Grade Level: 58</td>
<td>Exemption: Exempt</td>
<td>Grade Level: 59</td>
</tr>
<tr>
<td>Effective/Revision Date: December 2017</td>
<td>Effective/Revision Date: December 2017</td>
<td>Effective/Revision Date: December 2017</td>
</tr>
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</table>

**Job Summary**
- Lead development and implementation of complex information technology projects to solve problems that may have wide impact, requiring high levels of functional integration and involving multiple disciplines to be managed. May manage a number of projects simultaneously.

**Core Duties**
- Facilitate discussion, decision making, and conflict resolution for one or more work teams
- Facilitate and produce and maintain artifacts to help communicate team successes, deliverables, and timelines
- May manage multiple teams on the same or different projects including helping prioritize and schedule efforts
- Support the product owner in backlog management and maintenance
- Help define and monitor capacity planning and team velocity
- Maximize team productivity by removing impediments, suggesting/implementing process improvements, and supporting planning activities
- Participate in release management and release planning
- Monitor trends and actively participate in community of practice
- Absorb and leverage project related technology to ensure effective project management and collaboration
- Serve as subject matter expert on methodologies
- Apply Harvard University’s IT technical standards and best practices
- Abide by and follow the Harvard University IT Code of Conduct

- Coordinate with PM, facilitator, and product owner to develop schedule for release
- Apply system architecture and process design
- Lead release execution
- Provide tools and services to help product management and project teams manage and deploy releases into production
- Oversee production environment testing
- Oversee related systems administration
- Ensure compliance with auditable processes as appropriate
- Responsible for ensuring regular patch/upgrades to applications, systems, security, or hardware in accordance with product owner’s product roadmap
- May provide first level technical support for software users
- Absorb and leverage project related technology to ensure effective project management and collaboration
- Make independent decisions within the confines established by sponsors/business owners
- Apply Harvard University’s IT technical standards and best practices
- Abide by and follow the Harvard University IT Code of Conduct

- Perform the full range of the project management lifecycle: discovery, initiating, planning, executing, monitoring and controlling, and closing
- Develop detailed plans, schedule, project estimate, and resource plan
- Ensure adherence to quality standards and review project deliverables
- Manage the integration of vendor tasks and track and review vendor deliverables
- Provide technical and analytical guidance to project team
- Recommend and take action to direct the analysis and solution of problems; revise, as appropriate, to meet changing needs and requirements
- Evaluate and assess metrics and project effectiveness
- Ensure accurate and timely reporting; prepare specialized and ad hoc reports
- Absorb and leverage project related technology to ensure effective project management and collaboration
- Leverage steering and executive committees for decision-making, change management, and communications
- Advise unit/school regarding post project operations
- Provide training to clients/staff
- Apply Harvard University’s IT technical standards and best practices
- Abide by and follow the Harvard University IT Code of Conduct
### Basic Qualifications
- Minimum of five years' post-secondary education and/or relevant work experience
- Demonstrated cross-functional project management experience
- Minimum of five years' post-secondary education and/or relevant work experience
- Demonstrated cross-functional project management experience
- Minimum of seven years' post-secondary education and/or relevant work experience
- Demonstrated cross-functional project management experience

### Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Highly specialized knowledge of a specific technology
- Knowledge of advanced IT project management principles (e.g., Agile) and software
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Highly specialized knowledge of a specific technology
- Knowledge of advanced IT project management principles (e.g., Agile) and software
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment

### Certificates and Licenses
- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
- PMP or other relevant certification and experience preferred, e.g., Scrum Master
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### Physical Requirements
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<th>Job Family: IT Project Management - Professional</th>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Title: IT Project Facilitator V</th>
<th>Job Title: IT Release Manager V</th>
<th>Job Title: IT Program Manager V</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Code:</strong> I0159P</td>
<td><strong>Job Code:</strong> I0259P</td>
<td><strong>Job Code:</strong> I0359P</td>
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<td><strong>Grade Level:</strong> 59</td>
<td><strong>Grade Level:</strong> 59</td>
<td><strong>Grade Level:</strong> 59</td>
</tr>
<tr>
<td><strong>Exemption:</strong> Exempt</td>
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</thead>
<tbody>
<tr>
<td>Lead the planning, execution, monitoring and communication for one or more projects including resource management, performance management, and staff mentoring.</td>
<td>Lead development and implementation of complex information technology release projects, requiring installation, and software testing for use in the department or school.</td>
<td>Lead large scale multiple complex projects and/or teams using multiple technologies with possible school or university wide impact.</td>
</tr>
</tbody>
</table>

### Core Duties

<table>
<thead>
<tr>
<th>Core Duties</th>
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</tr>
</thead>
<tbody>
<tr>
<td>• Work closely with clients and IT staff to understand business needs, requirements and design solutions</td>
<td>• Coordinate with PM, facilitator, and product owner to develop schedule for release</td>
<td>• Design solutions to problems</td>
</tr>
<tr>
<td>• May manage multiple projects including helping prioritize and schedule efforts</td>
<td>• Apply system architecture and process design</td>
<td>• Lead multiple projects</td>
</tr>
<tr>
<td>• Lead and facilitate team planning sessions</td>
<td>• Lead release execution</td>
<td>• Determine and coordinate resources (internal, vendor)</td>
</tr>
<tr>
<td>• Define and drive process changes that improve service implementation and delivery</td>
<td>• Provide tools and services to help product management and project teams manage and deploy releases into production</td>
<td>• Encourage partnership and shared risk</td>
</tr>
<tr>
<td>• Responsible for preparing executive style presentations and communications</td>
<td>• Oversee production environment testing</td>
<td>• Resolve competing priorities</td>
</tr>
<tr>
<td>• Oversee maintenance of project documentation, writing user documentation and communications, designing test plans, and handling escalated support issues</td>
<td>• Oversee related systems administration</td>
<td>• Oversee all aspects of project portfolio throughout project lifecycles to ensure completion within the defined scope, quality, time and cost constraints</td>
</tr>
<tr>
<td>• May manage third-party partner and/or vendor relationships</td>
<td>• Ensure compliance with auditable processes as appropriate</td>
<td>• Use knowledge of strategies and priorities at multiple levels to set and review project portfolios and balances work activities in the portfolio</td>
</tr>
<tr>
<td>• May work with service desk to help them provide quality support, and help trainers to develop curricula</td>
<td>• Responsible for ensuring regular patch/upgrades to applications, systems, security, or hardware in accordance with product owner’s product roadmap</td>
<td>• Absorb and leverage project related technology to ensure effective project management and collaboration</td>
</tr>
<tr>
<td>• Absorb and leverage project related technology to ensure effective project management and collaboration</td>
<td>• Recommend and take action to direct the analysis and solution of problems; revise, as appropriate, to meet changing needs and requirements</td>
<td>• Mentor others</td>
</tr>
<tr>
<td>• Serve on the program and other committees as the strategy and planning subject matter expert</td>
<td>• Ensure deployment of any necessary upgrades to applications, systems, security, or hardware</td>
<td>• Provide training to clients/staff</td>
</tr>
<tr>
<td>• Apply Harvard University’s IT technical standards and best practices</td>
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</tr>
<tr>
<td>• Abide by and follow the Harvard University IT Code of Conduct</td>
<td></td>
<td>• Function as subject matter expert or project lead</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Abide by and follow the Harvard University IT Code of Conduct</td>
</tr>
</tbody>
</table>
### Basic Qualifications
- Minimum of seven years’ post-secondary education and/or relevant work experience
- Demonstrated cross-functional project management experience

### Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment

### Certificates and Licenses
- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
- PMP or other relevant certification and experience preferred, e.g., Scrum Master

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

### Working Conditions
- Work is performed in an office setting
## Job Family Matrix

<table>
<thead>
<tr>
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<tr>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Title: IT Project Manager VI</th>
<th>Job Title: IT Program Manager VI</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Code:</strong> I0060P</td>
<td><strong>Job Code:</strong> I0360P</td>
</tr>
<tr>
<td><strong>Grade Level:</strong> 60</td>
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<tr>
<td><strong>Exemption:</strong> Exempt</td>
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</tr>
<tr>
<td><strong>Effective/Revision Date:</strong> December 2017</td>
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</tr>
</tbody>
</table>

### Job Summary

**Direct the development and execution of highly complex or specialized IT project(s) with wide impact, requiring high levels of functional integration and organizational change, involving multiple disciplines to be managed.**

**Direct ongoing collaboration and coordination of multiple highly complex projects and/or teams that entail school or university-wide impact. Define problem(s), design and gain resources to carry out solution(s).**

### Core Duties

**IT Project Manager VI**

- Responsible for project discovery
- May lead other PM's to support a project
- Evaluate and assess project metrics and project/program effectiveness
- Oversee reporting; deliver specialized and ad hoc reports
- Absorb and leverage project related technology to ensure effective project management and collaboration
- Collaborate with management and university representatives to develop initiatives and oversee the ongoing management of established partnerships
- Leverage steering and executive committees for decision-making, change management, and communications
- Advise unit/school regarding post project operations
- Apply Harvard University’s IT technical standards and best practices
- Abide by and follow the Harvard University IT Code of Conduct

**IT Program Manager VI**

- Responsible for setting and implementing strategic plans and goals
- Ensure project portfolios align with organizational strategy
- Direct allocation and management of budgetary and staffing resources (internal/vendor)
- Determine need for analytics and manage risk
- Communicate and collaborate with senior leaders
- Manage the development and documentation of business processes and procedures
- Absorb and leverage project related technology to ensure effective project management and collaboration
- Provide training to clients/staff
- Function as a subject matter expert and/or project lead
- Apply Harvard University’s IT technical standards and best practices
- Abide by and follow the Harvard University IT Code of Conduct
## Basic Qualifications
- Minimum of seven years' post-secondary education and/or relevant work experience
- Demonstrated cross-functional project management experience

## Additional Qualifications and Skills
- Minimum three years' demonstrated highly specialized knowledge of a specific technology
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment

## Certificates and Licenses
- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
- PMP or other relevant certification and experience preferred, e.g., Scrum Master

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

## Working Conditions
- Work is performed in an office setting
### Job Family Matrix

#### Job Function: Information Technology

#### Job Family: IT Project Management - Management

**Job Family Summary:** Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.

<table>
<thead>
<tr>
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<th>Job Title: IT Project Mgt III</th>
<th>Job Title: IT Project Mgt IV</th>
</tr>
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<tbody>
<tr>
<td>Grade Level: 56</td>
<td>Grade Level: 57</td>
<td>Grade Level: 58</td>
</tr>
<tr>
<td>Exemption: Exempt</td>
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</tr>
<tr>
<td>December 2017</td>
<td>December 2017</td>
<td>December 2017</td>
</tr>
</tbody>
</table>

**Job Summary**

- Independently manage IT project completion in a unit or department, requiring high levels of cross-functional integration and involving multiple disciplines to be managed. Perform project management oversight of small projects or one or more large tasks within a larger project.

- Manage IT project completion in a unit or department, requiring high levels of cross-functional integration and involving multiple disciplines to be managed. Perform project management oversight of small projects or one or more large tasks within a larger project.

- Plan, conduct, and supervise the completion of complex information technology projects in a unit or department, requiring high levels of cross-functional integration and involving multiple disciplines to be managed. May manage a number of projects and/or programs 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.
- Look across portfolio of projects and identify issues and dependencies.
- Occasionally expected to lead a project as a project manager.
- Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, developing schedules to ensure timely completion of project, and resolving team issues.
- Look across portfolio of projects and identify issues and dependencies.
- Occasionally expected to lead a project as a project manager.
- Responsible for project discovery.
- Responsible for project discovery.
- Serve as expert regarding scope and project objectives, solution’s value and technology, as well as the role and function of each team member.
- Ensure work completion within schedule, budgetary and design constraints.
- Make decisions about analysis, design and testing; solve complex technical problems; and, when necessary, provide alternative methods for achieving goals.
- Work collaboratively with colleagues to leverage resources for successful project completion.
- Leverage steering and executive committees for decision-making, change management, and communications.
- Serve as primary contact with user groups and stakeholders.
- Advise unit/school regarding post project operations.
- Act as an advisor to department managers and staff on policies.
- Apply Harvard University’s IT technical standards and best practices.
- Abide by and follow the Harvard University IT 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.
- Look across portfolio of projects and identify issues and dependencies.
- Occasionally expected to lead a project as a project manager.
- Create and maintain training materials; act as a resource to school/unit staff.
- Apply Harvard University’s IT technical standards and best practices.
- Abide by and follow the Harvard University IT 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.
- Look across portfolio of projects and identify issues and dependencies.
- Occasionally expected to lead a project as a project manager.
- Create and maintain training materials; act as a resource to school/unit staff.
- Apply Harvard University’s IT technical standards and best practices.
- Abide by and follow the Harvard University IT 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.
- Look across portfolio of projects and identify issues and dependencies.
- Occasionally expected to lead a project as a project manager.
- Create and maintain training materials; act as a resource to school/unit staff.
- Apply Harvard University’s IT technical standards and best practices.
- Abide by and follow the Harvard University IT Code of Conduct.
# Job Family Matrix

## Basic Qualifications
- Minimum of two years' post-secondary education and/or relevant work experience
- Demonstrated cross-functional project leadership experience
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment

## Additional Qualifications and Skills
- Supervisory Experience
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Knowledge of advanced IT project management principles (e.g. Agile) and software

## Certificates and Licenses
- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
- PMP or other relevant certification and experience preferred, e.g., Scrum Master
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## Physical Requirements
- Work is performed in an office setting

## Working Conditions
- Work is performed in an office setting
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<th><strong>Job Title:</strong> IT Project Mgt V</th>
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<th><strong>Job Title:</strong> IT Program Mgt V</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Summary:</strong> Lead, track, plan, and report on all IT related projects. Work with project teams and customers to lead project development, including project scope documents, plans, and reports.</td>
<td><strong>Job Summary:</strong> Lead development and implementation of complex information technology release projects, requiring installation, and software testing for use in the department or school.</td>
<td><strong>Job Summary:</strong> Lead large scale multiple complex projects and/or teams using multiple technologies with possible school or university wide impact.</td>
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<thead>
<tr>
<th><strong>Core Duties</strong></th>
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<tbody>
<tr>
<td>• 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.</td>
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</tr>
<tr>
<td>• Responsible for project discovery</td>
<td>• Coordinate with PM, facilitator, and product owner to develop schedule for release</td>
<td>• Apply Harvard University’s IT technical standards and best practices</td>
</tr>
<tr>
<td>• Oversee a portfolio of projects, ensuring resources, capacity and dependencies are managed for successful delivery</td>
<td>• Apply system architecture and process design</td>
<td>• Absorb and leverage project related technology to ensure effective project management and collaboration</td>
</tr>
<tr>
<td>• Occasionally expected to lead a project as a project manager</td>
<td>• Lead release execution</td>
<td>• Recommend and take action to direct the analysis and solution of problems; revise, as appropriate, to meet changing needs and requirements</td>
</tr>
<tr>
<td>• Identify, track, monitor and communicate project-related benefits, issues, scope changes, variances and contingencies that may arise during the implementation of IT projects, and that cannot be resolved by project team</td>
<td>• Provide tools and services to help product management and project teams manage and deploy releases into production</td>
<td>• Apply Harvard University’s IT technical standards and best practices</td>
</tr>
<tr>
<td>• Oversee all aspects of project portfolio throughout project lifecycles</td>
<td>• Oversee production environment testing</td>
<td>• Abide by and follow the Harvard University IT Code of Conduct</td>
</tr>
<tr>
<td>• Design, develop and monitor effective processes and systems for projects</td>
<td>• Oversee related systems administration</td>
<td>• Mentor others</td>
</tr>
<tr>
<td>• Evaluate and assess metrics and project/program effectiveness</td>
<td>• Ensure compliance with auditable processes as appropriate</td>
<td>• Provide training to clients/staff</td>
</tr>
<tr>
<td>• Serve as a key resource for policies and procedures; may provide training to clients and staff</td>
<td>• Responsible for ensuring regular patch/upgrade applications, systems, security, or hardware in accordance with product owner’s product roadmap</td>
<td>• Absolve by and follow the Harvard University IT Code of Conduct</td>
</tr>
<tr>
<td>• Leverage steering and executive committees for decision-making, change management, and communications</td>
<td>• May provide first level technical support for software</td>
<td>• Apply Harvard University’s IT technical standards and best practices</td>
</tr>
<tr>
<td>• Collaborate with University-wide leadership to continuously improve processes, policies and procedures</td>
<td>• Absorb and leverage project related technology to ensure effective project management and collaboration</td>
<td>• Provide training to clients/staff</td>
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<tr>
<td>• Apply Harvard University’s IT technical standards and best practices</td>
<td>• Recommend and take action to direct the analysis and solution of problems; revise, as appropriate, to meet changing needs and requirements</td>
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<tr>
<td>• Strong motivation to understand user needs</td>
<td>• Apply Harvard University’s IT technical standards and best practices</td>
<td>• Abide by and follow the Harvard University IT Code of Conduct</td>
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## Basic Qualifications
- Minimum of seven years’ post-secondary education and/or relevant work experience
- Demonstrated cross-functional project leadership experience
- Supervisory experience
- Minimum of seven years’ post-secondary education and/or relevant work experience
- Demonstrated experience managing cross-functional IT projects
- Supervisory experience
- Minimum of seven years’ post-secondary education and/or relevant work experience
- Demonstrated cross-functional project leadership experience
- Supervisory experience

## Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Knowledge of advanced IT project management principles
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
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- Knowledge of advanced IT project management principles
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment

## Certificates and Licenses
- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
- PMP or other relevant certification and experience preferred, e.g., Scrum Master
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## Physical Requirements
- 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 Summary:** Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.

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**Job Summary**

Direct the development and execution of highly complex or specialized IT project(s) with wide impact, requiring high levels of functional integration and involving multiple disciplines to be managed. Oversee and direct all operations related to strategic planning and short and long-range IT and organizational goals.

**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
- Responsible for project discovery
- Oversee a portfolio of projects, ensuring resources, capacity and dependencies are managed for successful delivery
- Occasionally expected to lead a project as a project manager
- Ensure alignment of project with strategic objectives and directions
- Evaluate and assess metrics and project/program effectiveness
- Strong motivation to understand user needs
- Collaborate with management and university representatives to develop initiatives and oversee the ongoing management of established partnerships
- Leverage steering and executive committees for decision-making, change management, and communications
- Advise unit/school regarding post project operations
- Develop and steward senior internal and external relationships; represent the school/unit at the university level and to external constituencies
- Apply Harvard University’s IT technical standards and best practices
- Abide by and follow the Harvard University IT 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
- Responsible for setting and implementing strategic plans and goals
- Ensure project portfolios align with organizational strategy
- Direct allocation and management of resources (internal/vendor)
- Determine need for analytics and manage risk
- Communicate and collaborate with senior leaders
- Manage the development and documentation of business processes and procedures
- Absorb and leverage project related technology to ensure effective project management and collaboration
- Apply Harvard University’s IT technical standards and best practices
- Provide training to clients/staff
- Abide by and follow the Harvard University IT Code of Conduct
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