

Information Technology Job Function

IT RC System Mgt IV

Grade: 58

Job Code: I1058M

Job Family: IT Research Computing

Job Family Matrix: [IT Research Computing](#)

Summary

Coordinate the planning of and conduct advanced research computing engineering duties. Implement current and develop new RC solutions to keep up with the pace of complex research problems. Work independently to build, monitor, and maintain the integrity of RC systems. Provide technical expertise to teams and projects alongside research programs. Be a key contributor to multiple projects simultaneously.

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
- Participate fully in planning, building, configuring and running RC systems at scale
- Monitor and maintain the health and integrity of RC systems including upgrading and patching
- Design and implement robust and secure IT solutions within a fast-paced research environment
- Define and track performance metrics to ensure efficient current and future use of IT resources
- Consult to and collaborate with researchers and other key IT (e.g. network and security) and Data Center partners in a timely manner
- Build and maintain relationships with external vendor technicians and engineers
- Collaborate with other systems engineers within the RC ecosystem
- Contribute best practices documentation and knowledge transfer
- Mentor junior staff
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Basic Qualifications

- Minimum of seven years' post-secondary education or relevant work experience

Additional Qualifications and Skills

- Broad knowledge of the deployment and management of RC systems (e.g. storage, cluster computing, network, database, virtualized systems)
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Specialized knowledge in a specific technology

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 contacted during off hours