Information Technology Job Function

IT Service Management Professional II
Grade: 56
Job Code: I1756P
Job Family: Enterprise IT Management
Job Family Matrix: [Enterprise IT Management Matrix]

Summary
Independently perform work in support of business service delivery improvements. Devise and/or modify procedures to solve moderately complex technical problems.

Typical Core Duties
• Work within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environment
• Collaborate with stakeholders to translate business needs into systems requirements and scoping
• Participate in the definition of systems requirements and gap analysis
• Perform user needs analysis, product evaluation, customization, testing, implementation, and support
• Participate in the development of plans and policies for a unit/school
• Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Basic Qualifications
• Minimum of two years’ post-secondary education or relevant work experience

Additional Qualifications and 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
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
• ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred

Physical Requirements

Working Conditions
• Work is performed in an office setting