Information Technology Job Function

IT Service Management Mgt IV
Grade: 58
Job Code: I1758M
Job Family: Enterprise IT Management
Job Family Matrix: Enterprise IT Management Matrix

Summary
Research, design, document, implement, configure, and validate solutions to business and associated service delivery needs. Solve highly complex technical problems. May manage 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
• Work at an expert level 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/service/change management needs into systems requirements and scoping
• Define systems/service requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business/service management objectives
• Responsible for business transition management to ensure that systems are understood by users; ensure that transitioned services deliver the value users expect
• Contribute to establishment of key performance indicators and service quality measures
• Contribute to budget planning
• Contribute to the development of plans and policies for a unit/school
• Advise unit/school
• Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Basic Qualifications
• Minimum of five years' post-secondary education or relevant work experience
• Supervisory experience

Additional Qualifications and Skills
• Advanced Excel skills
• Knowledge of information technology applications, processes, software and equipment
• 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
• 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