

Information Technology Job Function

IT Service Management Mgt VI

Grade: 60

Job Code: I1760M

Job Family: Enterprise IT Management

Job Family Matrix: [Enterprise IT Management Matrix](#)

Summary

Direct research, design, documentation, implementation, configuration, and validation of solutions to business and associated service delivery needs. Define large, complex and multifaceted technical problems. Set the strategic direction for the IT Service Management group.

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
- Function as a subject matter expert
- Provide leadership on team activities related to service analysis initiatives and consider the business implications of technology application to the current and future business environment
- Collaborate with stakeholders to translate business/service/change management needs into systems requirements and scoping
- Direct and oversee definition of system/service requirements, gap analysis, and identification of feasible alternative solutions that meet defined business/service management objectives
- Direct and oversee business transition management to ensure that systems are understood by users; ensure that transitioned services deliver the values users expect
- Develop, define and implement key performance indicators and service quality measures
- Direct budget planning
- Contribute to development of long-term strategy, 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 seven years' post-secondary education or relevant work experience
- Supervisory experience

Additional Qualifications and Skills

- Minimum three years' demonstrated highly specialized knowledge of a specific technology
- Advanced Excel 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