Information Technology Job Function

IT User Support Professional III
Grade: 57
Job Code: I0657P
Job Family: IT User Support
Job Family Matrix: IT User Support Matrix

Summary
Independently provide advanced technical services to customers for one or more of the following: computer hardware, mobile devices, software and network related problems, and accessibility. Resolve complex problems, consulting with manager on sensitive or critical mass issues.

Core Duties
• Develop solutions to complex problems where analysis of situations or data requires an in-depth evaluation of multiple factors across multiple platforms
• Test, configure, and provide support for hardware and software
• Participate in or lead projects and provide support and training for complex applications
• Stay current with new technologies and recommend endpoint solutions
• Act as principle liaison with internal customers and out-sourced service providers
• Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

Basic Qualifications
• Minimum of two years’ post-secondary education and/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

Physical Requirements
• Must be able to individually lift and move computer equipment up to 50 pounds, and periodically up to 100 pounds with the assistance of others

Working Conditions
• Work is performed in an office setting
• Occasionally required to work outside of normal business hours, and may be called during off hours