<table>
<thead>
<tr>
<th><strong>Job Family Matrix</strong></th>
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<tr>
<td><strong>Job Function:</strong> Information Technology</td>
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<tr>
<td><strong>Job Family Summary:</strong> Perform or manage customer service including provision of technical assistance and services, training, and support for endpoint systems (including mobile devices), and accessibility. Ensure performance of IT systems.</td>
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| **Job Title:** User Support Professional III | **Job Title:** User Support Professional IV |
| **Job Code:** I0657P | **Job Code:** I0658P |
| **Grade Level:** 57 | **Grade Level:** 58 |
| **Exemption:** Exempt | **Exemption:** Exempt |
| **Effective/Revision Date:** April 2019 | **Effective/Revision Date:** April 2019 |

**Job 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. | Responsible for provision of comprehensive 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 | • 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 | • Test, configure, and research advanced solutions for hardware and software issues |
| • Participate in or lead projects and provide support and training for complex applications | • Lead projects and provide support and training for complex applications |
| • Stay current with new technologies and recommend endpoint solutions | • Stay current with new technologies and develop endpoint solutions |
| • Act as principle liaison with internal customers and out-sourced service providers | • Prepare reports for upper management to highlight progress, issues etc. |
| • Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct | • Contribute to 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 | • 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
- Minimum of five 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
- 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
- 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
- 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
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# Job Function: Information Technology

## Job Family Matrix

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### Job Summary

Manage 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

- 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 directly with business units to determine needs, solutions, project plans
- Ensure rapid response to customer calls, to correct/prevent system problems; monitor/Manage communications between service owners during a major incident
- Stay current with new technologies and recommend endpoint solutions
- Advise, teach and provide guidance and support in the use and selection of appropriate information technologies
- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

## Job Function: User Support – Management

## Job Family Summary: Perform or manage customer service including provision of technical assistance and services, training, and support for endpoint systems (including mobile devices), and accessibility. Ensure performance of IT systems.

### 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
- Oversee systems integration and installation initiatives
- Establish and implement desktop policies, procedures and standards and ensure conformance with systems goals and procedures
- Use operational data to assess individual and team performance
- Prepare reports for upper management to highlight progress, issues etc.
- Study and project resource requirements including budget and staffing
- Manage the development and delivery of end-user training and documentation
- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct
- Contribute to IT strategy development and enterprise-wide collaborations; pursue opportunities for new services
- Lead systems integration and installation initiatives
- Responsible for vendor management
- Develop and manage departmental budget
- Build strategic alliances; negotiate and influence across 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 and/or relevant work experience
- Supervisory experience
- Minimum of five years’ post-secondary education and/or relevant work experience
- Supervisory experience
- Minimum of seven years’ post-secondary education and/or relevant work experience
- Demonstrated project management experience
- Supervisory experience

### Additional Qualifications and Skills

- Minimum two years’ additional post-secondary education and/or relevant work experience
- Knowledge of Microsoft Office Suite
- Knowledge of advanced user support practices
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
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- Knowledge of advanced user support practices
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Knowledge of Microsoft Office Suite
- Knowledge of advanced user support practices
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Experience with operational reporting

### Certificates and Licenses

- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
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- 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
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### Working Conditions

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- Occasionally required to work outside of normal business hours, and may be called during off hours
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<tbody>
<tr>
<td><strong>Job Code:</strong> I0660M</td>
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<tr>
<td><strong>Grade Level:</strong> 60</td>
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<td><strong>Effective/Revision Date:</strong> April 2019</td>
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**Job Summary**
- Direct technical support to customers for one or more of the following: computer hardware, mobile devices, software and network related problems, and accessibility.

**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
- Lead IT strategy development
- Direct the planning and implementation of large IT projects that have significant impact on the management of the business, including systems integration and installation initiatives
- Responsible for vendor management
- Develop and oversee departmental budget
- Build strategic alliances; negotiate and influence across school, department, or university
- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct
## Basic Qualifications
- Minimum of seven years’ post-secondary education and/or relevant work experience
- Demonstrated project management experience
- Supervisory experience

## Additional Qualifications and Skills
- Minimum three years’ demonstrated highly specialized knowledge of a specific technology
- Knowledge of Microsoft Office Suite
- Knowledge of advanced user support practices
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Experience with operational reporting

## 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