

## Information Technology Job Function

### User Experience Mgt IV

Grade: 58

Job Code: I1658M

Job Family: Applications

Job Family Matrix: [IT Applications Matrix](#)

#### Summary

Perform or manage high level UX services for large systems. Responsible for expert work; design, develop, manage small-medium projects, teams, programs and resolve problems. May manage multiple projects simultaneously.

#### 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 subject matter expert to frame, scope, and lead multiple interdisciplinary projects using a collaborative approach
- Document detailed UX specifications
- Ensure work delivery, accurate estimation, time management, & communication
- Advise, assist, and train clients at all levels
- Represent the university internally and externally
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

#### Basic Qualifications

- Minimum of 5 years' post-secondary education or relevant work experience
- Supervisory Experience

#### Additional Qualifications and Skills

- Knowledge of Microsoft Office Suite, 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

#### Physical Requirements

#### Working Conditions

- Work is performed in an office setting