Information Technology Job Function

User Experience Mgt V
Grade: 59
Job Code: I1659M
Job Family: Applications
Job Family Matrix: IT Applications Matrix

Summary
Lead UX services. Focus on big-picture and strategic issues; develop policy for large, complex, multi-faceted projects.

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
• Frame, scope and lead multiple interdisciplinary projects
• Facilitate and ensure the quality of the UX (usability, accessibility and mobility) across multiple projects from start to finish
• Leverage user research insights and strategy requirements to create innovative interactive concepts and drive them to completion
• Define and design a training strategy for product teams, staff and clients
• Function as subject matter expert or project lead
• Represent the department internally and externally
• Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Basic Qualifications
• Minimum of 7 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