

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