

## Information Technology Job Function

### IT User Experience Professional III

Grade: 57

Job Code: I1657P

Job Family: Applications

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

#### Summary

Independently provide a range of user experience services and consultation for a unit or school.

#### Core Duties

- Conduct complex design activities and projects that integrate research results, design requirements, and University requirements
- Participate in multidisciplinary projects with accountability for design development
- Identify and resolve problems and provide advice
- Contribute to the improvement of user experience standards and best practices
- Present UX research and design recommendations
- Provide UX training to colleagues and clients
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

#### Basic Qualifications

- Minimum of 2 years post-secondary education or relevant work experience

#### Additional Qualifications and Skills

- Minimum two years' additional post-secondary education or relevant work experience
- 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

#### Working Conditions

- Work is performed in an office setting