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