

Information Technology Job Function

IT User Experience Professional IV

Grade: 58

Job Code: I1658P

Job Family: Applications

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

Summary

Provide 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

- Function as subject matter expert to frame, scope, and lead multiple interdisciplinary projects using a collaborative approach
- Document detailed UX specifications
- Ensure work delivery, including 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

Additional Qualifications and 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