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