

Job Family Matrix

Job Function: Information Technology		Job Family: Applications - Professional	
Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide.			
Job Title: IT Applications Professional II		Job Title: IT Applications Professional III	
Job Code: I0756P		Job Code: I0757P	
Grade Level: 56 Exemption: Exempt		Grade Level: 57 Exemption: Exempt	
Effective/Revision Date: April 2020		Effective/Revision Date: April 2020	
Job Summary		Job Summary	
Independently perform comprehensive applications/web development for project of medium to large size and complexity; work as part of a team to implement business solutions. Write basic code of moderate complexity and maintain related documentation.		Independently perform complex applications/web development for projects of large to very large size and complexity; typically work as part of a team to implement business solutions. Responsible for all aspects of application development cycle. Code advanced and complex software solutions.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> • Participate fully in software development life cycle • Support technical solutions to deliver business requirements • Troubleshoot problems and suggest improvements to coding practices • Act as technical liaison to internal clients • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 		<ul style="list-style-type: none"> • Participate fully in software development life cycle • Implement and support technical solutions to deliver business requirements • Identify and evaluate opportunities to improve services • Contribute ideas to coding best practices and new technologies • Draw on relationship and technical skills to act as technical liaison to internal and external clients • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	
		<ul style="list-style-type: none"> • Participate fully in software development life cycle • Research, design, and implement technical solutions to deliver business requirements • Identify opportunities to improve and simplify applications portfolio and implement related enhancements • Contribute to creation and maturing of software development best practices and new technologies • Draw on relationship and technical skills to act as technical liaison to internal and external clients and to mentor junior staff • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> Minimum of two years' post-secondary education or relevant work experience 	<ul style="list-style-type: none"> Minimum of two years' post-secondary education or relevant work experience 	<ul style="list-style-type: none"> Minimum of five years' post-secondary education or relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements	Physical Requirements
Working Conditions	Working Conditions	Working Conditions
<ul style="list-style-type: none"> Work is performed in an office setting 	<ul style="list-style-type: none"> Work is performed in an office setting 	<ul style="list-style-type: none"> Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: Applications - Professional
Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide.	
Job Title: IT Applications Professional V	Job Title: IT Applications Professional VI
Job Code: I0759P	Job Code: I0760P
Grade Level: 59 Exemption: Exempt	Grade Level: 60 Exemption: Exempt
Effective/Revision Date: April 2020	Effective/Revision Date: April 2020
Job Summary	
Lead comprehensive applications/web development for highly complex projects; typically work as part of a team to implement complex business solutions. Deliver strategic and expert coding; focus on overarching development strategy for a large, complex, multi-faceted application. May manage a number of projects simultaneously.	Direct advanced applications development for major and highly complex projects; typically work as part of a team to implement complex business solutions. Manage a number of projects simultaneously. Define problem(s), design and gain resources to carry our solution(s). Set the strategic direction for the applications development group.
Typical Core Duties	
<ul style="list-style-type: none"> • Participate fully in software development life cycle • Lead development of technical solutions to deliver business requirements • Participate in long term strategic planning for the application portfolio(s) • Establish and maintain internal/external stakeholder relationships • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	<ul style="list-style-type: none"> • Participate fully in software development life cycle • Direct and oversee development of technical solutions to deliver business requirements • Lead decision-making on major project costs, timetable, resources and technologies • Lead long term strategic planning and actively contribute to enterprise wide initiatives • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> Minimum of seven years' post-secondary education or relevant work experience 	<ul style="list-style-type: none"> Minimum of seven years' post-secondary education or relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Minimum three years' demonstrated highly specialized knowledge of a specific technology 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	Certificates and Licenses
<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements
Working Conditions	Working Conditions
<ul style="list-style-type: none"> Work is performed in an office setting 	<ul style="list-style-type: none"> Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology		Job Family: Applications - Management	
Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide.			
Job Title: IT Applications Mgt II		Job Title: IT Applications Mgt III	
Job Code: I0756M		Job Code: I0757M	
Grade Level: 56 Exemption: Exempt		Grade Level: 57 Exemption: Exempt	
Effective/Revision Date: April 2020		Effective/Revision Date: April 2020	
Job Summary		Job Summary	
Supervise day-to-day comprehensive applications development for project of medium to large size and complexity; work as part of a team to implement business solutions. Write basic code of moderate complexity and maintain related documentation.		Independently manage complex applications/web development for projects of large to very large size and complexity; typically work as part of a team to implement business solutions. Code advanced and complex software solutions.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> • 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 • Participate fully in software development life cycle • Support technical solutions to deliver business requirements • Troubleshoot problems and suggest improvements to coding practices • Act as technical liaison to internal clients • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 		<ul style="list-style-type: none"> • 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 • Participate fully in software development life cycle • Implement and support technical solutions to deliver business requirements • Identify and evaluate opportunities to improve services • Contribute ideas to coding best practices and new technologies • Draw on relationship and technical skills to act as technical liaison to internal and external clients • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	
		<ul style="list-style-type: none"> • 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 • Participate fully in software development life cycle • Research, design, and implement technical solutions to deliver business requirements • Identify opportunities to improve and simplify applications portfolio and implement related enhancements • Contribute to creation and maturing of software development best practices and new technologies • Draw on relationship and technical skills to act as technical liaison to internal and external clients and to mentor junior staff • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Minimum of two years' post-secondary education or relevant work experience 	<ul style="list-style-type: none"> • Minimum of two years' post-secondary education or relevant work experience 	<ul style="list-style-type: none"> • Minimum of five years' post-secondary education or relevant work experience • Supervisory Experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • Supervisory Experience • Knowledge of Microsoft Office Suite, advanced Excel skills • 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 	<ul style="list-style-type: none"> • Supervisory Experience • Minimum two years' additional post-secondary education or relevant work experience • Knowledge of Microsoft Office Suite, advanced Excel skills • 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 	<ul style="list-style-type: none"> • 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	Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements	Physical Requirements
Working Conditions	Working Conditions	Working Conditions
<ul style="list-style-type: none"> • Work is performed in an office setting 	<ul style="list-style-type: none"> • Work is performed in an office setting 	<ul style="list-style-type: none"> • Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: Applications - Management
Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide.	
Job Title: IT Applications Mgt V	Job Title: IT Applications Mgt VI
Job Code: I0759M	Job Code: I0760M
Grade Level: 59 Exemption: Exempt	Grade Level: 60 Exemption: Exempt
Effective/Revision Date: April 2020	Effective/Revision Date: April 2020
Job Summary	
Lead/Oversee advanced applications development for major and highly complex projects; typically work as part of a team to implement complex business solutions. Deliver strategic and expert coding; focus on overarching development strategy for a large, complex, multi-faceted application. May manage multiple projects simultaneously.	Direct advanced applications development for major and highly complex projects; typically work as part of a team to implement complex business solutions. Define problem(s), design and gain resources to carry our solution(s). Set the strategic direction for the applications development group.
Typical Core Duties	
<ul style="list-style-type: none"> • 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 • Participate fully in software development life cycle • Lead development of technical solutions to deliver business requirements • Participate in long term strategic planning for the application portfolio(s) • Establish and maintain internal/external stakeholder relationships • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	<ul style="list-style-type: none"> • 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 • Participate fully in software development life cycle • Direct and oversee development of technical solutions to deliver business requirements • Lead decision-making on major project costs, timetable, resources and technologies • Lead long term strategic planning and actively contribute to enterprise wide initiatives • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience 	<ul style="list-style-type: none"> • Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience
Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Minimum three years' demonstrated highly specialized knowledge of a specific technology • Knowledge of Microsoft Office Suite, advanced Excel skills • 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	Certificates and Licenses
<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements
Working Conditions	Working Conditions
<ul style="list-style-type: none"> • Work is performed in an office setting 	<ul style="list-style-type: none"> • Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology		Job Family: Applications - Quality Assurance - Professional	
<p>Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide.</p> <p>QA Stream Summary: Perform or manage IT quality assurance activities to improve services by designing, constructing, testing and operating programs. Ensure that standards of quality, cost, safety, reliability, timeliness and performance are met.</p>			
Job Title: IT Quality Assurance Professional II		Job Title: IT Quality Assurance Professional III	
Job Code: I1556P		Job Code: I1557P	
Grade Level: 56 Exemption: Exempt		Grade Level: 57 Exemption: Exempt	
Effective/Revision Date: August 2020		Effective/Revision Date: August 2020	
Job Summary		Job Summary	
Perform projects of small-to-moderate size and complexity. Responsible for QA testing, troubleshooting, identifying and reporting issues.		Independently perform comprehensive QA services for a unit or school, applying concepts on projects of medium to large size and moderate complexity.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> Apply established standards to existing programs and services Independently perform quality assurance tests and test scenarios based on requirements and specifications and report results Execute database queries Participate in QA program design Implement quality standards; perform quality assurance tests across all functions of an application Create certificates of analysis and maintain documentation Independently identify, triage, and track issues to resolution Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 		<ul style="list-style-type: none"> Participate in QA program design Participate in User acceptance Testing (UAT) and End to End test planning Create automated tests in existing automation framework Participate in requirements collection Report on testing status and anticipated completion Create certificates of analysis and maintain documentation Independently identify, triage, and track issues to resolution Mentor/train others Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	
		<ul style="list-style-type: none"> Implement quality standards, ensure and execute compliance on every stage of solution implementation Provide estimates of QA activity timelines based on project needs Utilize data to identify areas in need of improvement and to measure the progress of improvement initiatives Identify and assess potential risks, ensure compliance and recommend changes Facilitate QA audits and inspections, including maintenance of automation infrastructure Liaise with external vendors, contractors or suppliers to ensure their products or services meet the organization's quality standards Coordinate trainings to explain QA facts, policies and practices Perform User Acceptance Testing (UAT) and Regression Test Planning Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> Minimum of 2 years post-secondary education or relevant work experience 	<ul style="list-style-type: none"> Minimum of 2 years post-secondary education or relevant work experience 	<ul style="list-style-type: none"> Minimum of 5 years' post-secondary education or relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> Knowledge of advanced IT project management principles (e.g. Agile) and software Knowledge of SDLC and STLC Experience with test automation Knowledge of at least one programming language 	<ul style="list-style-type: none"> Minimum two years' additional post-secondary education and/or relevant work experience Knowledge of advanced IT project management principles (e.g. Agile) and software Knowledge of SDLC and STLC Experience with test automation Knowledge of at least one programming language 	<ul style="list-style-type: none"> Knowledge of advanced IT project management principles (e.g. Agile) and software Knowledge of SDLC and STLC Experience with test automation Knowledge of at least one programming language
Certificates and Licenses	Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements	Physical Requirements
Working Conditions	Working Conditions	Working Conditions
<ul style="list-style-type: none"> Work is performed in an office setting 	<ul style="list-style-type: none"> Work is performed in an office setting 	<ul style="list-style-type: none"> Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: Applications - Quality Assurance - Professional
Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide. QA Stream Summary: Perform or manage IT quality assurance activities to improve services by designing, constructing, testing and operating programs. Ensure that standards of quality, cost, safety, reliability, timeliness and performance are met.	
Job Title: IT Quality Assurance Professional V	
Job Code: I1559P	
Grade Level: 59	Exemption: Exempt
Effective/Revision Date: August 2020	
Job Summary	
Lead the design, implementation and delivery of QA processes, programs and policies.	
Typical Core Duties	
<ul style="list-style-type: none">• Direct all quality control aspects of applications processes (studies, research, testing, operations, finished services)• Lead operational planning to ensure smooth transitions from previous and introduction of new services• Anticipate university-wide risks, recommend QA solutions, and facilitate response• Prepare and present communications on topics including core values/quality standards, process changes, progress measurements• Represent department internally and externally• Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct	

Job Family Matrix

Basic Qualifications

- Minimum of 7 years' post-secondary education or relevant work experience

Additional Qualifications and Skills

- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Knowledge of SDLC and STLC
- Experience with test automation
- Knowledge of at least one programming language

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

Job Family Matrix

Job Function: Information Technology	Job Family: Applications - Quality Assurance - Management
Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide. QA Stream Summary: Perform or manage IT quality assurance activities to improve services by designing, constructing, testing and operating programs. Ensure that standards of quality, cost, safety, reliability, timeliness and performance are met.	
Job Title: IT Quality Assurance Mgt IV	Job Title: IT Quality Assurance Mgt V
Job Code: I1558M	Job Code: I1559M
Grade Level: 58 Exemption: Exempt	Grade Level: 59 Exemption: Exempt
Effective/Revision Date: August 2020	Effective/Revision Date: August 2020
Job Summary	
Manage the design, implementation and delivery of QA processes, programs and policies.	Lead the design, implementation and delivery of QA processes, programs and policies.
Typical Core Duties	
<ul style="list-style-type: none"> • 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 • Implement quality standards, ensure and execute compliance on every stage of solution implementation • Provide estimates of QA activity timelines based on project needs • Utilize data to identify areas in need of improvement and to measure the progress of improvement initiatives • Identify and assess potential risks, ensure compliance and recommend changes • Facilitate QA audits and inspections, including maintenance of automation infrastructure • Liaise with external vendors, contractors or suppliers to ensure their products or services meet the organization's quality standards • Coordinate trainings to explain QA facts, policies and practices • Perform User Acceptance Testing (UAT) and Regression Test Planning • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	<ul style="list-style-type: none"> • 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 • Direct all quality control aspects of applications processes (studies, research, testing, operations, finished services) • Lead operational planning to ensure smooth transitions from previous and introduction of new services • Anticipate university-wide risks, recommend QA solutions, and facilitate response • Prepare and present communications on topics including core values/quality standards, process changes, progress measurements • Represent department internally and externally • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Minimum of 5 years' post-secondary education or relevant work experience • Supervisory Experience 	<ul style="list-style-type: none"> • Minimum of 7 years' post-secondary education or relevant work experience • Supervisory Experience
Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • Knowledge of advanced IT project management principles (e.g. Agile) and software • Knowledge of SDLC and STLC • Experience with test automation • Knowledge of at least one programming language 	<ul style="list-style-type: none"> • Knowledge of advanced IT project management principles (e.g. Agile) and software • Knowledge of SDLC and STLC • Experience with test automation • Knowledge of at least one programming language
Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements
Working Conditions	Working Conditions
<ul style="list-style-type: none"> • Work is performed in an office setting 	<ul style="list-style-type: none"> • Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology		Job Family: Applications – User Experience - Professional	
Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide.			
UX Stream Summary: Perform or manage IT UX activities to improve services by designing, constructing, testing and operating programs. Ensure that standards of usability, accessibility, mobility are met for a School or University-wide.			
Job Title: IT User Experience Professional III		Job Title: IT User Experience Professional IV	
Job Code: I1657P		Job Code: I1658P	
Grade Level: 57 Exemption: Exempt		Grade Level: 58 Exemption: Exempt	
Effective/Revision Date: August 2020		Effective/Revision Date: August 2020	
Job Summary		Job Summary	
Independently provide a range of user experience services and consultation for a unit or school.		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.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> • 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 		<ul style="list-style-type: none"> • 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 	
Typical Core Duties		Typical Core Duties	
		<ul style="list-style-type: none"> • Frame, scope and lead multiple interdisciplinary projects • Facilitate and ensure the quality of the UX (usability, accessibility and responsiveness) across multiple projects from start to finish • Leverage user research insights and strategy requirements to create innovative design solutions and drive them to completion • Define and design a training strategy for product/service 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 	

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> Minimum of 2 years post-secondary education or relevant work experience 	<ul style="list-style-type: none"> Minimum of 5 years' post-secondary education or relevant work experience 	<ul style="list-style-type: none"> Minimum of 7 years' post-secondary education or relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements	Physical Requirements
Working Conditions	Working Conditions	Working Conditions
<ul style="list-style-type: none"> Work is performed in an office setting 	<ul style="list-style-type: none"> Work is performed in an office setting 	<ul style="list-style-type: none"> Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: Applications – User Experience - Professional
<p>Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide.</p> <p>UX Stream Summary: Perform or manage IT UX activities to improve services by designing, constructing, testing and operating programs. Ensure that standards of usability, accessibility, mobility are met for a School or University-wide.</p>	
Job Title: IT User Experience Professional VI	
Job Code: I1660P	
Grade Level: 60 Exemption: Exempt	
Effective/Revision Date: August 2020	
Job Summary	
Create functional UX systems and solve unique problems that have broad impact. Promote and maintain the awareness and adoption of UX.	
Typical Core Duties	
<ul style="list-style-type: none"> • Design and direct short- and long-term UX strategy to ensure that university needs are effectively fulfilled • Set goals and return of investment criteria to justify the benefits of UX • Gain resources to carry out solutions • Establish and ensure the awareness and adoption of UX across the university • Represent the university internally and externally • Function as a subject matter expert and/or project lead • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	

Job Family Matrix

Basic Qualifications
<ul style="list-style-type: none">• Minimum of 7 years' post-secondary education and/or relevant work experience
Additional Qualifications and Skills
<ul style="list-style-type: none">• Minimum three years' demonstrated highly specialized knowledge of a specific technology• 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
<ul style="list-style-type: none">• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements
Working Conditions
<ul style="list-style-type: none">• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: Applications – User Experience - Management
Job Family Summary: Perform or manage one or more information technology applications/web areas (development, engineering, architecture) for a School or University-wide. UX Stream Summary: Perform or manage IT UX activities to improve services by designing, constructing, testing and operating programs. Ensure that standards of usability, accessibility, mobility are met for a School or University-wide.	
Job Title: IT User Experience Mgt IV	Job Title: IT User Experience Mgt V
Job Code: I1658M	Job Code: I1659M
Grade Level: 58 Exemption: Exempt	Grade Level: 59 Exemption: Exempt
Effective/Revision Date: August 2020	Effective/Revision Date: August 2020
Job Summary	
Perform or manage 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.	Lead UX services. Focus on big-picture and strategic issues; develop policy for large, complex, multi-faceted projects.
Typical Core Duties	
<ul style="list-style-type: none"> • 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 • Function as subject matter expert to frame, scope, and lead multiple interdisciplinary projects using a collaborative approach • Document detailed UX specifications • Ensure work delivery, 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 	<ul style="list-style-type: none"> • 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

Job Family Matrix

Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> Minimum of 5 years' post-secondary education or relevant work experience Supervisory Experience 	<ul style="list-style-type: none"> Minimum of 7 years' post-secondary education or relevant work experience Supervisory experience
Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	Certificates and Licenses
<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements
Working Conditions	Working Conditions
<ul style="list-style-type: none"> Work is performed in an office setting 	<ul style="list-style-type: none"> Work is performed in an office setting