

Job Family Matrix

Job Function: Information Technology		Job Family: Business Analysis - Professional	
Job Family Summary: Perform or manage the identification, articulation, definition, facilitation, and implementation of programs and projects in support of continuous improvement in technology and business processes and services.			
Job Title: Business Analysis Professional II		Job Title: Business Analysis Professional III	
Job Code: I0856P		Job Code: I0857P	
Grade Level: 56Exemption: Exempt		Grade Level: 57Exemption: Exempt	
Effective/Revision Date: December 2021		Effective/Revision Date: December 2021	
Job Summary		Job Summary	
Independently perform work at an advanced level in support of business services improvement. Devise and/or modify procedures to solve moderately complex technical problems.		Independently analyze, identify, develop and communicate technical solutions. Devise and/or modify procedures to solve complex technical problems.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none">• Work within a team on most phases of services analysis and consider the business implications of technology applications to the current and future business environment• Collaborate with stakeholders to translate business needs into systems requirements and scoping• Participate in the definition of systems requirements and gap analysis• Perform user needs analysis, product evaluation, customization, testing, implementation, and support• Participate in the development of plans and policies for a unit/school• Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct		<ul style="list-style-type: none">• Work at a high level within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environment• Collaborate with stakeholders to translate business needs into systems requirements and scoping• Contribute to the definition of systems requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business objectives• Perform user needs analysis, product evaluation, selection, customization, testing, implementation, and support• Participate in the development of plans and policies for a unit/school• 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 equipmentDemonstrated 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 experienceKnowledge of information technology applications, processes, software and equipmentDemonstrated 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 equipmentHighly specialized knowledge of a specific technologyDemonstrated 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: Business Analysis - Professional
Job Family Summary: Perform or manage the identification, articulation, definition, facilitation, and implementation of programs and projects in support of continuous improvement in technology and business processes and services.	
Job Title: Business Analysis Professional V	
Job Code: I0859P	
Grade Level: 59	Exemption: Exempt
Effective/Revision Date: December 2021	
Job Summary	
Lead research, design, documentation, implementation, configuration, and validation of solutions to business needs. Solve large, complex and multifaceted technical problems. May manage multiple projects simultaneously.	
Typical Core Duties	
<ul style="list-style-type: none">Function as a subject matter expertProvide leadership on team activities related to service analysis initiatives and consider the business implications of technology application to the current and future business environmentCollaborate with stakeholders to translate business needs into systems requirements and scopingLead definition of system requirements, gap analysis, and identification of feasible alternative solutions that meet defined business objectivesOversee business transition management to ensure that systems are understood by usersDevelop budget planningContribute to development of long-term strategy, plans, and policies for a unit/schoolAdvise unit/schoolAbide 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 seven years' post-secondary education or relevant work experience
Additional Qualifications and Skills
<ul style="list-style-type: none">Knowledge of information technology applications, processes, software and equipmentHighly specialized knowledge of a specific technologyDemonstrated 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: Business Analysis - Management	
Job Family Summary: Perform or manage the identification, articulation, definition, facilitation, and implementation of programs and projects in support of continuous improvement in technology and business processes and services.			
Job Title: Business Analysis Mgt II		Job Title: Business Analysis Mgt III	
Job Code: I0856M		Job Code: I0857M	
Grade Level: 56Exemption: Exempt		Grade Level: 57Exemption: Exempt	
Effective/Revision Date: December 2021		Effective/Revision Date: December 2021	
Job Summary		Job Summary	
Independently perform work at an advanced level in support of business services improvement. Devise and/or modify procedures to solve moderately complex technical problems.		Independently analyze, identify, develop and communicate technical solutions. Devise and/or modify procedures to solve complex technical problems.	
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 environmentWork within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environmentCollaborate with stakeholders to translate business needs into systems requirements and scopingParticipate in the definition of systems requirements and gap analysisPerform user needs analysis, product evaluation, customization, testing, implementation, and supportParticipate in the development of plans and policies for a unit/schoolAbide 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 environmentWork at a high level within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environmentCollaborate with stakeholders to translate business needs into systems requirements and scopingContribute to the definition of systems requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business objectivesPerform user needs analysis, product evaluation, selection, customization, testing, implementation, and supportParticipate in the development of plans and policies for a unit/schoolAbide 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 environmentWork at an expert level within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environmentCollaborate with stakeholders to translate business needs into systems requirements and scopingDefine systems requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business objectivesResponsible for business transition management to ensure that systems are understood by usersContribute to budget planningContribute to the development of plans and policies for a unit/schoolAdvise unit/schoolAbide by and follow the Harvard University IT technical standards, policies and Code of Conduct	

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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 experienceSupervisory experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none">Supervisory experienceKnowledge of information technology applications, processes, software and equipmentDemonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor	<ul style="list-style-type: none">Supervisory experienceMinimum two years' additional post-secondary education or relevant work experienceKnowledge of Microsoft Office Suite, advanced Excel skillsKnowledge of information technology applications, processes, software and equipmentDemonstrated 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 skillsKnowledge of information technology applications, processes, software and equipmentHighly specialized knowledge of a specific technologyDemonstrated 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
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Job Function: Information Technology	Job Family: Business Analysis - Management
Job Family Summary: Perform or manage the identification, articulation, definition, facilitation, and implementation of programs and projects in support of continuous improvement in technology and business processes and services.	
Job Title: Business Analysis Mgt V	Job Title: Business Analysis Mgt VI
Job Code: I0859M	Job Code: I0860M
Grade Level: 59Exemption: Exempt	Grade Level: 60Exemption: Exempt
Effective/Revision Date: December 2021	Effective/Revision Date: December 2021
Job Summary	Job Summary
Lead research, design, documentation, implementation, configuration, and validation of solutions to business needs. Solve large, complex and multifaceted technical problems. May manage multiple projects simultaneously.	Direct research, design, documentation, implementation, configuration, and validation of solutions to business needs. Solve large, complex and multifaceted technical problems. May manage multiple projects simultaneously.
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 environmentFunction as a subject matter expertProvide leadership on team activities related to service analysis initiatives and consider the business implications of technology application to the current and future business environmentCollaborate with stakeholders to translate business needs into systems requirements and scopingLead definition of system requirements, gap analysis, and identification of feasible alternative solutions that meet defined business objectivesOversee business transition management to ensure that systems are understood by usersDevelop budget planningContribute to development of long-term strategy, plans, and policies for a unit/schoolAdvise unit/schoolAbide 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 environmentFunction as a subject matter expertDirect team activities related to service analysis initiatives and consider the business implications of technology application to the current and future business environmentBuild and maintain relationships with stakeholders to translate business needs into systems requirements and scopingDirect definition of system requirements, gap analysis, and identification of feasible alternative solutions that meet defined business objectivesDirect business transition management to ensure that systems are understood by usersDevelop budget planningDevelop long-term strategy, plans, and policies for a unit/schoolAdvise unit/schoolAbide by and follow the Harvard University IT technical standards, policies and Code of Conduct

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Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none">Minimum of seven years' post-secondary education or relevant work experienceSupervisory experience	<ul style="list-style-type: none">Minimum of seven years' post-secondary education or relevant work experienceSupervisory experience
Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none">Knowledge of Microsoft Office Suite, advanced Excel skillsKnowledge of information technology applications, processes, software and equipmentHighly specialized knowledge of a specific technologyDemonstrated 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 technologyKnowledge of Microsoft Office Suite, advanced Excel skillsKnowledge of information technology applications, processes, software and equipmentHighly specialized knowledge of a specific technologyDemonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
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