Job Family Matrix

Job Function: Information Technology	**Job Family:** Enterprise IT Management: IT Service Management - Professional

Job Family Summary: Ensure that all IT activities and investments are aligned with the business process requirements of the University and with enterprise best practices through the adoption of effective IT service management and enterprise architecture standards and practices.

Job Title: IT Service Management Professional II	**Job Title:** IT Service Management Professional III	**Job Title:** IT Service Management Professional IV
Job Code: I1756P	**Job Code:** I1757P	**Job Code:** I1758P
Grade Level: 56 **Exemption:** Exempt	**Grade Level:** 57 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt
Effective/Revision Date: April 2021	**Effective/Revision Date:** April 2021	**Effective/Revision Date:** April 2021
Job Summary	**Job Summary**	**Job Summary**
Independently perform work in support of business service delivery improvements. Devise and/or modify procedures to solve moderately complex technical problems.	Independently analyze, identify, develop and communicate technical solutions and associated service delivery needs. Devise and/or modify procedures to solve complex technical problems.	Research, design, document, implement, configure, and validate solutions to business and associated service delivery needs. Solve highly complex technical problems. May manage multiple projects simultaneously.
Typical Core Duties	**Typical Core Duties**	**Typical Core Duties**
- 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/service/change management 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; ensure that transitioned services deliver the value users expect - Contribute to establishment of best practices - 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	- 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/service/change management needs into systems requirements and scoping - Contribute to the definition of systems/service requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business/service objectives - Manage user needs analysis, product evaluation, selection, customization, testing, implementation, and support; ensure that transitioned services deliver the value users expect - Contribute to establishment of key performance indicators and service quality measures - 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	- Work 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 environment - Collaborate with stakeholders to translate business/service/change management needs into systems requirements and scoping - Define systems/service requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business/service management objectives - Responsible for business transition management to ensure that systems are understood by users; ensure that transitioned services deliver the value users expect - Contribute to establishment of key performance indicators and service quality measures - Contribute to budget planning - Contribute to the development of plans and policies for a unit/school - Advise 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
• Minimum of two years' post-secondary education or relevant work experience	• Minimum of two years' post-secondary education or relevant work experience	• Minimum of five years' post-secondary education or relevant work experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**	**Additional Qualifications and 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	• 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	• 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**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred • ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred • ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred • ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred
Physical Requirements	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: Enterprise IT Management: IT Service Management - Professional

Job Family Summary: Ensure that all IT activities and investments are aligned with the business process requirements of the University and with enterprise best practices through the adoption of effective IT service management and enterprise architecture standards and practices.

Job Title: IT Service Management Professional V

Job Code: I1759P

Grade Level: 59   **Exemption:** Exempt

Effective/Revision Date: April 2021

Job Summary

Lead research, design, documentation, implementation, configuration, and validation of solutions to business and associated service delivery needs. Solve large, complex and multifaceted technical problems. May manage multiple projects simultaneously.

Typical Core Duties

- Function as a subject matter expert
- Provide leadership on team activities related to service analysis initiatives and consider the business implications of technology application to the current and future business environment
- Collaborate with stakeholders to translate business/service/change management needs into systems requirements and scoping
- Lead definition of system/service requirements, gap analysis, and identification of feasible alternative solutions that meet defined business/service management objectives
- Lead business transition management to ensure that systems are understood by users; ensure that transitioned services deliver the values users expect
- Develop, define and implement key performance indicators and service quality measures
- Develop budget planning
- Contribute to development of long-term strategy, plans, and policies for a unit/school
- Advise unit/school
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications

- Minimum of seven 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
- ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred

Physical Requirements

Working Conditions

- Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	**Job Family:** Enterprise IT Management: IT Service Management - Management

Job Family Summary: Ensure that all IT activities and investments are aligned with the business process requirements of the University and with enterprise best practices through the adoption of effective IT service management and enterprise architecture standards and practices.

Job Title: IT Service Management Mgt II	**Job Title:** IT Service Management Mgt III	**Job Title:** IT Service Management Mgt IV
Job Code: I1756M	**Job Code:** I1757M	**Job Code:** I1758M
Grade Level: 56 **Exemption:** Exempt	**Grade Level:** 57 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt
Effective/Revision Date: April 2021	**Effective/Revision Date:** April 2021	**Effective/Revision Date:** April 2021
Job Summary	**Job Summary**	**Job Summary**
Independently perform work in support of business service delivery improvements. Devise and/or modify procedures to solve moderately complex technical problems.	Independently analyze, identify, develop and communicate technical solutions and associated service delivery needs. Devise and/or modify procedures to solve complex technical problems.	Research, design, document, implement, configure, and validate solutions to business and associated service delivery needs. Solve highly complex technical problems. May manage multiple projects simultaneously.
Typical Core Duties	**Typical Core Duties**	**Typical Core Duties**
• 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 • Work 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/service/change management 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; ensure that transitioned services deliver the value users expect • Contribute to establishment of best practices • 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	• 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 • 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/service/change management needs into systems requirements and scoping • Contribute to the definition of systems/service requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business/service management objectives • Manage user needs analysis, product evaluation, selection, customization, testing, implementation, and support; ensure that transitioned services deliver the value users expect • Contribute to establishment of key performance indicators and service quality measures • 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	• 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 • Work 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 environment • Collaborate with stakeholders to translate business/service/change management needs into systems requirements and scoping • Define systems/service requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business/service management objectives • Responsible for business transition management to ensure that systems are understood by users; ensure that transitioned services deliver the value users expect • Contribute to establishment of key performance indicators and service quality measures • Contribute to budget planning • Contribute to the development of plans and policies for a unit/school • Advise 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
• Minimum of two years' post-secondary education or relevant work experience	• Minimum of two years' post-secondary education or relevant work experience	• 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**
• Supervisory 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	• Supervisory Experience • 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	• 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**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred • ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred • ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred • ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred
Physical Requirements	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	**Job Family:** Enterprise IT Management: IT Service Management - Management
Job Family Summary: Ensure that all IT activities and investments are aligned with the business process requirements of the University and with enterprise best practices through the adoption of effective IT service management and enterprise architecture standards and practices.	

Job Title: IT Service Management Mgt V	**Job Title:** IT Service Management Mgt VI
Job Code: I1759M	**Job Code:** I1760M
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: April 2021	**Effective/Revision Date:** April 2021
Job Summary	**Job Summary**
Lead research, design, documentation, implementation, configuration, and validation of solutions to business and associated service delivery 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 and associated service delivery needs. Define large, complex and multifaceted technical problems. Set the strategic direction for the IT Service Management group.
Typical Core Duties	**Typical Core Duties**
- 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 a subject matter expert - Provide leadership on team activities related to service analysis initiatives and consider the business implications of technology application to the current and future business environment - Collaborate with stakeholders to translate business/service/change management needs into systems requirements and scoping - Lead definition of system/service requirements, gap analysis, and identification of feasible alternative solutions that meet defined business/service management objectives - Lead business transition management to ensure that systems are understood by users; ensure that transitioned services deliver the values users expect - Develop, define and implement key performance indicators and service quality measures - Develop budget planning - Contribute to development of long-term strategy, plans, and policies for a unit/school - Advise unit/school - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct	- 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 a subject matter expert - Provide leadership on team activities related to service analysis initiatives and consider the business implications of technology application to the current and future business environment - Collaborate with stakeholders to translate business/service/change management needs into systems requirements and scoping - Direct and oversee definition of system/service requirements, gap analysis, and identification of feasible alternative solutions that meet defined business/service management objectives - Direct and oversee business transition management to ensure that systems are understood by users; ensure that transitioned services deliver the values users expect - Develop, define and implement key performance indicators and service quality measures - Direct budget planning - Contribute to development of long-term strategy, plans, and policies for a unit/school - Advise unit/school - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
- Minimum of seven years' post-secondary education or relevant work experience - Supervisory experience	- Minimum of seven years' post-secondary education or relevant work experience - Supervisory experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**
- 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	- Minimum three years' demonstrated highly specialized knowledge of a specific technology - 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**
- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred - ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred	- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred - ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred
Physical Requirements	**Physical Requirements**
Working Conditions	**Working Conditions**
Work is performed in an office setting	Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: IT Enterprise Management: Enterprise Architecture - Professional
Job Family Summary: Ensure that all IT activities and investments are aligned with the business process requirements of the University and with enterprise best practices through the adoption of effective IT service management and enterprise architecture standards and practices.	

Job Title: Enterprise Architect V	**Job Title:** Enterprise Architect VI
Job Code: I1859P	**Job Code:** I1860P
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: April 2021	**Effective/Revision Date:** April 2021
Job Summary	**Job Summary**
Consult on enterprise IT projects. Collaborate with other technology teams to promote inter-operability, best practices, and common standards. Develop enterprise architecture documentation and advisories for the benefit of the Harvard IT community.	Consult on or lead enterprise IT projects. Engage and lead IT communities at Harvard to promote inter-operability, best practices, and common standards. Create and promote enterprise architecture standards and advisories for the benefit of the Harvard IT community.
Typical Core Duties	**Typical Core Duties**
- Advocate, produce and facilitate the creation of architecture advisories, best practices, and standards - Facilitate and participate in internal and external architecture communities of practice: architecture and code reviews, direction-setting, information sharing, and decision-making - Collaborate with multiple IT departments at Harvard to create multi-year technology roadmaps and strategy recommendations - Advocate for both inter-operability and the creation and re-use of reference architectures at Harvard - Develop clear requirements for architecture designs and recommendations - Build technical proofs of concept to create new capabilities to address roadmap items created by HUIT, Schools and units - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct	- Facilitate the creation and distribution of enterprise architecture advisories, best practices, and standards across the organization - Facilitate and participate in internal and external architecture communities of practice: architecture and code reviews, direction-setting, information sharing, and decision-making - Collaborate with multiple IT departments at Harvard to create multi-year technology roadmaps and strategy recommendations - Lead building of technical proofs of concept to create new capabilities to address roadmap items created by HUIT, Schools and units - Champion IT's role in innovation, advise on the adoption of new and emerging technologies, and engage with new vendors to increase value and minimize disruption - Advocate for both inter-operability and the creation and re-use of reference architectures at Harvard - Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
• Minimum of seven years' post-secondary education or relevant work experience	• Minimum of seven years' post-secondary education or relevant work experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**
• Strong consulting skills and adept at working across multiple departments to break down barriers to collaboration and partnership • Demonstrated experience in organizing and articulating relationships between multiple complex IT systems • Experience participating in the design of enterprise architectures or large-scale systems integrations • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor	• Minimum three years' additional post-secondary education or relevant work experience • Strong consulting skills and adept at working across multiple departments to break down barriers to collaboration and partnership • Demonstrated experience in organizing and articulating relationships between multiple complex IT systems • Experience participating in the design of enterprise architectures or leading large-scale systems integrations • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
Certificates and Licenses	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**
Working Conditions	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting