

Information Technology Job Function

IT Infrastructure Mgt III

Grade: 57

Job Code: I0957M

Job Family: Infrastructure

Job Family Matrix: [Infrastructure Matrix](#)

Summary

Independently perform advanced troubleshooting and administration of infrastructure systems. Role may focus on one or more technical area. Typically work as part of a team to implement IT solutions to complex business problems. Participate in projects.

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
- Participate fully in the build, configuration and documentation of IT infrastructure
- Maintain and support IT infrastructure, ensuring adherence to standards and service level objectives
- Monitor and troubleshoot IT infrastructure
- Analyze and report on performance metrics
- Implement and support robust and secure IT solutions
- Draw on relationship and technical skills to act as technical liaison to internal and external stakeholders
- Support and collaborate with internal and external stakeholders
- Contribute to establishment of best practices
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Basic Qualifications

- Minimum of 2 years' post-secondary education and/or relevant work experience

Additional Qualifications and Skills

- Supervisory Experience
- Minimum two years' additional post-secondary education and/or relevant work experience
- Knowledge of information technology applications, processes, software and equipment

Certificates and Licenses

- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred

Physical Requirements

Working Conditions

- Occasionally required to work outside of normal business hours, and may be called during off hours