

## Information Technology Job Function

### IT Infrastructure Mgt IV

Grade: 58

Job Code: I0958M

Job Family: Infrastructure

Job Family Matrix: [Infrastructure Matrix](#)

#### Summary

Plan and conduct comprehensive infrastructure engineering duties. Role may focus on one or more technical area. Perform expert level build, configuration and maintenance across systems. Implement IT solutions to complex business problems. Provide expert level technical and project leadership. May manage and be a key contributor on multiple projects simultaneously.

#### 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
- Ensure adherence to IT standards and service level objectives.
- Monitor and optimize IT infrastructure.
- Define and track performance metrics to ensure efficient use of IT resources
- Design and implement robust and secure IT solutions
- Identify opportunities to leverage technologies and improve processes/services and implement related enhancements
- Support and collaborate with internal and external stakeholders.
- Draw on relationship and technical skills to act as technical liaison and mentor junior staff
- 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 5 years' post-secondary education and/or relevant work experience
- Supervisory 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

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

