**Information Technology Job Function**

# IT Infrastructure Professional II
**Grade: 56**
**Job Code: I0956P**
**Job Family: Infrastructure**
**Job Family Matrix: [Infrastructure Matrix](Infrastructure Matrix)**

## Summary
Independently support the IT infrastructure environment and/or facilities. Role may focus on maintenance, support and documentation/troubleshooting. Typically work as part of a team to implement IT solutions to business problems. Participate in projects.

## Core Duties
- Participate in the build, configuration and documentation of IT infrastructure
- Maintain and support IT infrastructure, ensuring adherence to standards and service level objectives
- Troubleshoot and manage escalations
- Monitor performance and make recommendations
- Collaborate with internal customers and partners
- Support and collaborate with internal and external stakeholders.
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

## Basic Qualifications
- Minimum of two years' post-secondary education or relevant work experience

## Additional Qualifications and Skills
- Knowledge of maintenance and support of IT infrastructure systems within an enterprise environment
- 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