Information Technology Job Function

IT Infrastructure Professional III
Grade: 57
Job Code: I0957P
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
- 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 two years' post-secondary education and/or relevant work experience

Additional Qualifications and Skills
- Knowledge of configuration and maintenance 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