

Information Technology Job Function

IT Project Facilitator V

Grade: 59

Job Code: I0159P

Job Family: IT Project Management

Job Family Matrix: [IT Project Management Matrix](#)

Summary

Lead the planning, execution, monitoring and communication for one or more projects including resource management, performance management, and staff mentoring.

Core Duties

- Work closely with clients and IT staff to understand business needs, requirements and design solutions
- May manage multiple projects including helping prioritize and schedule efforts
- Lead and facilitate team planning sessions
- Define and drive process changes that improve service implementation and delivery
- Responsible for preparing executive style presentations and communications
- Oversee maintenance of project documentation, writing user documentation and communications, designing test plans, and handling escalated support issues
- May manage third-party partner and/or vendor relationships
- May work with service desk to help them provide quality support, and help trainers to develop curricula
- Absorb and leverage project related technology to ensure effective project management and collaboration
- Serve on the program and other committees as the strategy and planning subject matter expert
- Apply Harvard University's IT technical standards and best practices
- Abide by and follow the Harvard University IT Code of Conduct

Basic Qualifications

- Minimum of seven years' post-secondary education or relevant work experience

Additional Qualifications and Skills

- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software and equipment
- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Demonstrated cross-functional project management experience
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports an Agile working environment

Certificates and Licenses

- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
- PMP or other relevant certification and experience preferred, e.g., Scrum Master

Physical Requirements

Working Conditions

- Work is performed in an office setting