Job Family Matrix

Job Function: Information Technology		Job Family: IT Project Management - Professional

Job Family Summary: Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.

Job Title: IT Project Manager III	**Job Title:** IT Project Facilitator III	**Job Title:** IT Project Manager IV
Job Code: I0057P	**Job Code:** I0157P	**Job Code:** I0058P
Grade Level: 57 **Exemption:** Exempt	**Grade Level:** 57 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt
Effective/Revision Date: December 2017	**Effective/Revision Date:** December 2017	**Effective/Revision Date:** December 2017
Job Summary	**Job Summary**	**Job Summary**
Independently coordinate complex procedures and execute work necessary to successful IT project completion in a unit or department, requiring high levels of cross-functional integration and involving multiple disciplines to be managed. Perform project management oversight of small projects or one or more large tasks within a larger project.	Independently execute work and facilitate the collaborative effort of self-organizing cross-functional teams, in order to repeatedly deliver small, usable project segments (specified, developed and tested) in short cycles that comprise a final product.	Plan, conduct, and supervise the completion of complex information technology projects in a unit or department, requiring high levels of functional integration and involving multiple disciplines to be managed. May manage a number of projects and/or programs simultaneously.
Core Duties	**Core Duties**	**Core Duties**
- Collaborate to review project plans and proposals and develop project objectives; identify project responsibilities by determining the phases and elements of the project; calculate time frames and sequence the stages of the project - Develop and manage project roadmap - Execute, coordinate, and perform technical aspects of project; research issues - Review, evaluate, approve, and monitor cost schedule and technical scope baselines - Ensure the preparation and delivery of required project documentation - Prepare and provide project status updates - Contribute to communication plan and change management - Absorb and leverage project related technology to ensure effective project management and collaboration - May provide training to clients/staff - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- Facilitate discussion, decision making, and conflict resolution for one or more work teams - Facilitate project work flow and scheduling - Assist with internal and external communication, improving transparency, and radiating information - Support and educate the product owner regarding product progress and backlog issues - Absorb and leverage project related technology to ensure effective project management and collaboration - Provide subject matter expertise and support to the team - May provide training to clients/staff - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure timely completion of project - Responsible for project discovery - Serve as expert regarding scope and project objectives, solution's value and technology, as well as the role and function of each team member - Ensure work completion within schedule, budgetary and design constraints - Make decisions about analysis, design and testing; solve complex technical problems; and, when necessary, provide alternative methods for achieving goals - Work collaboratively with colleagues to leverage resources for successful project completion - Make independent decisions within the confines established by sponsors/business owners - Serve as primary contact with user groups and stakeholders - Leverage steering and executive committees for decision-making, change management, and communications - Absorb and leverage project related technology to ensure effective project management and collaboration - Advise unit/school regarding post project operations - Provide training to clients/staff - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct

Job Family Matrix

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

Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
• Minimum two years' additional post-secondary education or relevant work experience • 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	• Minimum two years' additional post-secondary education or relevant work experience • 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	• Knowledge of Microsoft Office Suite, advanced Excel skills • Knowledge of information technology applications, processes, software and equipment • Highly specialized knowledge of a specific technology • 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	Certificates and Licenses	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	• 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	• 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	Physical Requirements	Physical Requirements

Working Conditions	Working Conditions	Working Conditions
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology		Job Family: IT Project Management - Professional

Job Family Summary: Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.

Job Title: IT Project Facilitator IV	Job Title: IT Release Manager IV	Job Title: IT Project Manager V
Job Code: I0158P	**Job Code:** I0258P	**Job Code:** I0059P
Grade Level: 58 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt	**Grade Level:** 59 **Exemption:**
Effective/Revision Date: December 2017	**Effective/Revision Date:** December 2017	**Effective/Revision Date:** December 2017
Job Summary	**Job Summary**	**Job Summary**
Work closely with the functional and technical teams to design, facilitate, implement, and validate solutions to support ongoing work.	Plan, conduct, and supervise the completion of complex information technology release projects requiring Installation, configuration, and software testing for use in the department or school.	Lead development and implementation of complex information technology projects to solve problems that may have wide impact, requiring high levels of functional integration and involving multiple disciplines to be managed. May manage a number of projects simultaneously.
Core Duties	**Core Duties**	**Core Duties**
- Facilitate discussion, decision making, and conflict resolution for one or more work teams - Facilitate and produce and maintain artifacts to help communicate team successes, deliverables, and timelines - May manage multiple teams on the same or different projects including helping prioritize and schedule efforts - Support the product owner in backlog management and maintenance - Help define and monitor capacity planning and team velocity - Maximize team productivity by removing impediments, suggesting/implementing process improvements, and supporting planning activities - Participate in release management and release planning - Monitor trends and actively participate in community of practice - Absorb and leverage project related technology to ensure effective project management and collaboration - Serve as subject matter expert on methodologies - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- Coordinate with PM, facilitator, and product owner to develop schedule for release - Apply system architecture and process design - Lead release execution - Provide tools and services to help product management and project teams manage and deploy releases into production - Oversee production environment testing - Oversee related systems administration - Ensure compliance with auditable processes as appropriate - Responsible for ensuring regular patch/upgrades to applications, systems, security, or hardware in accordance with product owner's product roadmap - May provide first level technical support for software users - Absorb and leverage project related technology to ensure effective project management and collaboration - Make independent decisions within the confines established by sponsors/business owners - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- Perform the full range of the project management lifecycle: discovery initiating, planning, executing, monitoring and controlling, and closing - Develop detailed plans, schedule, project estimate, and resource plan - Ensure adherence to quality standards and review project deliverables - Manage the integration of vendor tasks and track and review vendor deliverables - Provide technical and analytical guidance to project team - Recommend and take action to direct the analysis and solution of problems; revise, as appropriate, to meet changing needs and requirements - Evaluate and assess metrics and project effectiveness - Ensure accurate and timely reporting; prepare specialized and ad hoc reports - Absorb and leverage project related technology to ensure effective project management and collaboration - Leverage steering and executive committees for decision-making, change management, and communications - Advise unit/school regarding post project operations - Provide training to clients/staff - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
• Minimum of five years' post-secondary education or relevant work experience	• Minimum of five years' post-secondary education or relevant work experience	• Minimum of seven years' post-secondary education or relevant work experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**	**Additional Qualifications and Skills**
• Knowledge of Microsoft Office Suite, advanced Excel skills • Knowledge of information technology applications, processes, software and equipment • Highly specialized knowledge of a specific technology • 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	• Knowledge of Microsoft Office Suite, advanced Excel skills • Knowledge of information technology applications, processes, software equipment and networking • Highly specialized knowledge of a specific technology • 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	• Knowledge of Microsoft Office Suite, advanced Excel skills • Knowledge of information technology applications, processes, software and equipment • Highly specialized knowledge of a specific technology • 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	**Certificates and Licenses**	**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	• 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	• 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	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology		**Job Family:** IT Project Management - Professional
Job Family Summary: Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.		

Job Title: IT Project Facilitator V	**Job Title:** IT Release Manager V	**Job Title:** IT Program Manager V
Job Code: I0159P	**Job Code:** I0259P	**Job Code:** I0359P
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 59 **Exemption:** Exempt	**Grade Level:** 59 **Exemption:** Exempt
Effective/Revision Date: December 2017	**Effective/Revision Date:** December 2017	**Effective/Revision Date:** December 2017
Job Summary	**Job Summary**	**Job Summary**
Lead the planning, execution, monitoring and communication for one or more projects including resource management, performance management, and staff mentoring.	Lead development and implementation of complex information technology release projects, requiring installation, and software testing for use in the department or school.	Lead large scale multiple complex projects and/or teams using multiple technologies with possible school or university wide impact.
Core Duties	**Core Duties**	**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	- Coordinate with PM, facilitator, and product owner to develop schedule for release - Apply system architecture and process design - Lead release execution - Provide tools and services to help product management and project teams manage and deploy releases into production - Oversee production environment testing - Oversee related systems administration - Ensure compliance with auditable processes as appropriate - Responsible for ensuring regular patch/upgrades to applications, systems, security, or hardware in accordance with product owner's product roadmap - Absorb and leverage project related technology to ensure effective project management and collaboration - Recommend and take action to direct the analysis and solution of problems; revise, as appropriate, to meet changing needs and requirements - Ensure deployment of any necessary upgrades to applications, systems, security, or hardware - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- Design solutions to problems - Lead multiple projects - Determine and coordinate resources (internal, vendor) - Encourage partnership and shared risk - Resolve competing priorities - Oversee all aspects of project portfolio throughout project lifecycles to ensure completion within the defined scope, quality, time and cost constraints - Use knowledge of strategies and priorities at multiple levels to set and review project portfolios and balances work activities in the portfolio - Absorb and leverage project related technology to ensure effective project management and collaboration - Mentor others - Provide training to clients/staff - Apply Harvard University's IT technical standards and best practices - Function as subject matter expert or project lead - Abide by and follow the Harvard University IT Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
• Minimum of seven years' post-secondary education or relevant work experience	• Minimum of seven years' post-secondary education or relevant work experience	• Minimum of seven years' post-secondary education or relevant work experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**	**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	• Knowledge of Microsoft Office Suite, advanced Excel skills • Knowledge of information technology applications, processes, software equipment, and networking • Highly specialized knowledge of a specific technology • 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	• Knowledge of Microsoft Office Suite, advanced Excel skills • Knowledge of information technology applications, processes, software and equipment • Highly specialized knowledge of a specific technology • 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	**Certificates and Licenses**	**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	• 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	• 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	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	**Job Family:** IT Project Management - Professional
Job Family Summary: Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.	

Job Title: IT Project Manager VI	**Job Title:** IT Program Manager VI
Job Code: I0060P	**Job Code:** I0360P
Grade Level: 60 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: December 2017	**Effective/Revision Date:** December 2017
Job Summary	**Job Summary**
Direct the development and execution of highly complex or specialized IT project(s) with wide impact, requiring high levels of functional integration and organizational change, involving multiple disciplines to be managed.	Direct ongoing collaboration and coordination of multiple highly complex projects and/or teams that entail school or university-wide impact. Define problem(s), design and gain resources to carry out solution(s).
Core Duties	**Core Duties**

- Responsible for project discovery - May lead other PM's to support a project - Evaluate and assess project metrics and project/program effectiveness - Oversee reporting; deliver specialized and ad hoc reports - Absorb and leverage project related technology to ensure effective project management and collaboration - Collaborate with management and university representatives to develop initiatives and oversee the ongoing management of established partnerships - Leverage steering and executive committees for decision-making, change management, and communications - Advise unit/school regarding post project operations - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- Responsible for setting and implementing strategic plans and goals - Ensure project portfolios align with organizational strategy - Direct allocation and management of budgetary and staffing resources (internal/vendor) - Determine need for analytics and manage risk - Communicate and collaborate with senior leaders - Manage the development and documentation of business processes and procedures - Absorb and leverage project related technology to ensure effective project management and collaboration - Provide training to clients/staff - Function as a subject matter expert and/or project lead - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct

Job Family Matrix

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

Additional Qualifications and Skills	Additional Qualifications and Skills
• Minimum three years' demonstrated highly specialized knowledge of a specific technology • 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	• Minimum three years' demonstrated highly specialized knowledge of a specific technology • 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	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	• 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	Physical Requirements

Working Conditions	Working Conditions
• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology		**Job Family:** IT Project Management - Management
Job Family Summary: Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.		

Job Title: IT Project Mgt II	**Job Title:** IT Project Mgt III	**Job Title:** IT Project Mgt IV
Job Code: I0056M	**Job Code:** I0057M	**Job Code:** I0058M
Grade Level: 56 **Exemption:** Exempt	**Grade Level:** 57 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt
Effective/Revision Date: December 2017	**Effective/Revision Date:** December 2017	**Effective/Revision Date:** December 2017
Job Summary	**Job Summary**	**Job Summary**
Independently manage IT project completion in a unit or department, requiring high levels of cross-functional integration and involving multiple disciplines to be managed. Perform project management oversight of small projects or one or more large tasks within a larger project.	Manage IT project completion in a unit or department, requiring high levels of cross-functional integration and involving multiple disciplines to be managed. Perform project management oversight of small projects or one or more large tasks within a larger project.	Plan, conduct, and supervise the completion of complex information technology projects in a unit or department, requiring high levels of cross-functional integration and involving multiple disciplines to be managed. May manage a number of projects and/or programs simultaneously.
Core Duties	**Core Duties**	**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 - Look across portfolio of projects and identify issues and dependencies - Occasionally expected to lead a project as a project manager - May provide training to clients/staff - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- 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 - Look across portfolio of projects and identify issues and dependencies - Occasionally expected to lead a project as a project manager - Create and maintain training materials; act as a resource to school/unit staff - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- 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 - Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, developing schedules to ensure timely completion of project, and resolving team issues - Look across portfolio of projects and identify issues and dependencies - Occasionally expected to lead a project as a project manager - Responsible for project discovery - Serve as expert regarding scope and project objectives, solution's value and technology, as well as the role and function of each team member - Ensure work completion within schedule, budgetary and design constraints - Make decisions about analysis, design and testing; solve complex technical problems; and, when necessary, provide alternative methods for achieving goals - Work collaboratively with colleagues to leverage resources for successful project completion - Leverage steering and executive committees for decision-making, change management, and communications - Serve as primary contact with user groups and stakeholders - Advise unit/school regarding post project operations - Act as an advisor to department managers and staff on policies - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct

Job Family Matrix

Basic Qualifications	**Basic Qualifications**	**Basic Qualifications**
• Minimum of two years' post-secondary education or relevant work experience	• Minimum of two years' post-secondary education or relevant work experience	• Minimum of five years' experience post-secondary education or relevant work experience • Supervisory Experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**	**Additional Qualifications and Skills**
• Supervisory Experience • 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 leadership experience • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Attitude that supports an Agile working environment	• Supervisory Experience • Minimum two years' additional post-secondary education or relevant work experience • 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 leadership experience • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Attitude that supports an Agile working environment	• 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 leadership 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	**Certificates and Licenses**	**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	• 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	• 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	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

| **Job Function:** Information Technology | | **Job Family:** IT Project Management - Management | |

Job Family Summary: Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.

Job Title: IT Project Mgt V	**Job Title:** IT Release Mgt V	**Job Title:** IT Program Mgt V
Job Code: I0059M	**Job Code:** I0259M	**Job Code:** I0359M
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 59 **Exemption:** Exempt	**Grade Level:** 59 **Exemption:** Exempt
Effective/Revision Date: December 2017	**Effective/Revision Date:** December 2017	**Effective/Revision Date:** December 2017

Job Summary	**Job Summary**	**Job Summary**
Lead, track, plan, and report on all IT related projects. Work with project teams and customers to lead project development, including project scope documents, plans, and reports.	Lead development and implementation of complex information technology release projects, requiring Installation, and software testing for use in the department or school.	Lead large scale multiple complex projects and/or teams using multiple technologies with possible school or university wide impact.

Core Duties	**Core Duties**	**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 - Responsible for project discovery - Oversee a portfolio of projects, ensuring resources, capacity and dependencies are managed for successful delivery - Occasionally expected to lead a project as a project manager - Identify, track, monitor and communicate project-related benefits, issues, scope changes, variances and contingencies that may arise during the implementation of IT projects, and that cannot be resolved by project team - Facilitate defining solutions with the appropriate stakeholders/customers - Design, develop and monitor effective processes and systems for projects - Evaluate and assess metrics and project/program effectiveness - Serve as a key resource for policies and procedures; may provide training to clients and staff - Leverage steering and executive committees for decision-making, change management, and communications - Collaborate with University-wide leadership to continuously improve processes, policies and procedures - Apply Harvard University's IT technical standards and best practices - Strong motivation to understand user needs - Abide by and follow the Harvard University IT Code of Conduct	- 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 - Coordinate with PM, facilitator, and product owner to develop schedule for release - Apply system architecture and process design - Lead release execution - Provide tools and services to help product management and project teams manage and deploy releases into production - Oversee production environment testing - Oversee related systems administration - Ensure compliance with auditable processes as appropriate - Responsible for ensuring regular patch/upgrades to applications, systems, security, or hardware in accordance with product owner's product roadmap - May provide first level technical support for software - Absorb and leverage project related technology to ensure effective project management and collaboration - Recommend and take action to direct the analysis and solution of problems; revise, as appropriate, to meet changing needs and requirements - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- 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 - Design solutions and lead multiple projects - Determine and coordinate budgetary and staffing resources (internal, vendor) - Encourage partnership and shared risk - Resolve competing priorities - Oversee all aspects of project portfolio throughout project lifecycles to ensure completion within the defined scope, quality, time and cost constraints - Use knowledge of strategies and priorities at multiple levels to set and review project portfolios and balances work activities in the portfolio - Absorb and leverage project related technology to ensure effective project management and collaboration - Apply Harvard University's IT technical standards and best practice - Mentor others - Provide training to clients/staff - Abide by and follow the Harvard University IT Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
- Minimum of seven years' post-secondary education or relevant work experience - Demonstrated cross-functional project leadership experience - Supervisory experience	- Minimum of seven years' post-secondary education or relevant work experience - Supervisory experience	- Minimum of seven years' post-secondary education or relevant work experience - Supervisory experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**	**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 leadership experience - Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor - Attitude that supports an Agile working environment	- Knowledge of Microsoft Office Suite, advanced Excel skills - Knowledge of information technology applications, processes, software, equipment and networking - Knowledge of advanced IT project management principles - Demonstrated cross-functional project leadership experience - Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor - Attitude that supports an Agile working environment	- 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 leadership 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	**Certificates and Licenses**	**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	- 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	- 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	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
Work is performed in an office setting	Work is performed in an office setting	Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: IT Project Management - Management
Job Family Summary: Perform or manage a range of activities related to the design, planning, execution, facilitation, implementation, and completion of information technology projects, according to strict deadlines and within budget, including team and vendor management.	

Job Title: IT Project Mgt VI	**Job Title:** IT Program Mgt VI
Job Code: I0060M	**Job Code:** I0360M
Grade Level: 60 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: December 2017	**Effective/Revision Date:** December 2017
Job Summary	**Job Summary**
Direct the development and execution of highly complex or specialized IT project(s) with wide impact, requiring high levels of functional integration and involving multiple disciplines to be managed. Oversee and direct all operations related to strategic planning and short and long-range IT and organizational goals.	Direct ongoing collaboration and coordination of multiple highly complex projects and/or teams that entail school or university-wide impact. Define problem(s), design and gain resources to carry out solution(s).
Core Duties	**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 - Responsible for project discovery - Oversee a portfolio of projects, ensuring resources, capacity and dependencies are managed for successful delivery - Occasionally expected to lead a project as a project manager - Ensure alignment of project with strategic objectives and directions - Evaluate and assess metrics and project/program effectiveness - Strong motivation to understand user needs - Collaborate with management and university representatives to develop initiatives and oversee the ongoing management of established partnerships - Leverage steering and executive committees for decision-making, change management, and communications - Advise unit/school regarding post project operations - Develop and steward senior internal and external relationships; represent the school/unit at the university level and to external constituencies - Apply Harvard University's IT technical standards and best practices - Abide by and follow the Harvard University IT Code of Conduct	- 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 - Responsible for setting and implementing strategic plans and goals - Ensure project portfolios align with organizational strategy - Direct allocation and management of resources (internal/vendor) - Determine need for analytics and manage risk - Communicate and collaborate with senior leaders - Manage the development and documentation of business processes and procedures - Absorb and leverage project related technology to ensure effective project management and collaboration - Apply Harvard University's IT technical standards and best practices - Provide training to clients/staff - Abide by and follow the Harvard University IT Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
• Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience	• Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**
• Minimum three years' demonstrated highly specialized knowledge of a specific technology • 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 leadership experience • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor • Attitude that supports an Agile working environment	• Minimum three years' demonstrated highly specialized knowledge of a specific technology • Knowledge of Microsoft Office Suite, advanced Excel skills • Knowledge of information technology applications, processes, software and equipment • Knowledge of advanced IT project management principles • Demonstrated cross-functional project leadership 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	**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	• 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	**Physical Requirements**
Working Conditions	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting