

## Information Technology Job Function

### IT RC Facilitation Mgt IV

Grade: 58

Job Code: I1158M

Job Family: IT Research Computing

Job Family Matrix: [IT Research Computing](#)

#### Summary

Advise researchers in the best use of a broad set of state-of-the-art RC systems, tools, and software to enable research productivity. Partner with researchers to co-create and co-learn research activities and relevant advanced computing and data capabilities both locally and nationally.

#### Typical 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
- Advise a wide range of researchers through support requests (i.e. email, ticketing systems, chats) and in person consultations during office hours
- Build deep understanding with specific research activities through regular engagements
- Facilitate the design, debugging, and automating/scripting of complex research workflows alongside researchers
- Connect and coordinate interactions between researchers and technology providers
- Provide regular communications to systems and software/data professionals
- Enhance learning with full awareness of the local and larger research computing and data landscape
- Build advanced curriculum and teach workshops for researchers to maximize their use of RC for researchers
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

#### Basic Qualifications

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

#### Additional Qualifications and Skills

#### 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 contacted during off hours