

Information Technology Job Function

IT RC Facilitation Professional II

Grade: 56

Job Code: I1156P

Job Family: IT Research Computing

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

Summary

Independently assist researchers in onboarding to state-of-the-art RC systems, tools, and software to enable research productivity.

Typical Core Duties

- Assist a wide range of researchers through support requests (i.e. email, ticketing systems, chats)
- Assist with routine issues in using RC systems
- Provide onboarding to state-of-the-art RC systems, tools, and software to enable research productivity
- Occasionally provide solutions to researchers that facilitate and/or enable research
- Connect and coordinate the interactions between researchers and technology providers
- Assist in review and testing of training material
- 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

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