

## Information Technology Job Function

### IT RC Facilitation Professional III

Grade: 57

Job Code: I1157P

Job Family: IT Research Computing

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

#### Summary

Engage and collaborate with researchers in the 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 relevant computing and data capabilities.

#### Typical Core Duties

- Engage and collaborate with a wide range of researchers through support requests (i.e. email, ticketing systems, chats) and in person consultations during office hours
- Help to facilitate the design and debugging of 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 research computing and data landscape
- Contribute to building curriculum and teach trainings for basic use of RC for researchers
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

#### Basic Qualifications

- Minimum of five 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