

Information Technology Job Function

IT RC Systems Professional II

Grade: 56

Job Code: I1056P

Job Family: IT Research Computing

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

Summary

Independently conduct advanced research computing administration duties. Implement and maintain RC solutions to keep up with the pace of complex research problems. Take direction from senior staff/faculty to operate, monitor, and maintain the integrity of a broad scope of RC systems (storage, cluster computing, databases, virtual machines, network). Provide feedback to teams and projects alongside research programs.

Typical Core Duties

- Participate in running RC systems at scale
- Monitor and maintain the health and integrity of RC systems including upgrading and patching
- Troubleshoot and manage escalations
- Track performance metrics to ensure efficient current and future use of IT resources
- Support and collaborate with researchers and other key IT (e.g. network and security) and Data Center partners in a timely manner
- Build and maintain relationships across the various RC teams to support researchers' needs
- Build a diverse set of systems administrative skills
- Review best practices documentation and refine both internal processes
- 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

- Knowledge of systems administration

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