Information Technology Job Function

IT RC Systems Professional III
Grade: 57
Job Code: I1057P
Job Family: IT Research Computing
Job Family Matrix: IT Research Computing

Summary
Assist in planning and independently conduct advanced research computing engineering duties. Implement and maintain RC solutions to keep up with the pace of complex research problems. Work with senior staff/faculty to build, monitor, and maintain the integrity of RC systems. Provide technical insight to teams and projects alongside research programs. Become a key contributor to multiple projects simultaneously.

Typical Core Duties
- Participate fully in building, configuring and running RC systems at scale
- Monitor and maintain the health and integrity of RC systems including upgrading and patching
- Assist in implementing robust and secure IT solutions within a fast-paced research environment
- Assist in defining and tracking 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 with external vendor technicians and engineers
- Contribute best practices documentation and knowledge transfer
- May mentor junior staff
- 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
- Broad knowledge of the deployment and management of RC systems (e.g. storage, cluster computing, network, database, virtualized systems)
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor

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