Information Technology Job Function

IT Release Manager IV
Grade: 58
Job Code: I0258P
Job Family: IT Project Management
Job Family Matrix: IT Project Management Matrix

Summary
Plan, conduct, and supervise the completion of complex information technology release projects requiring Installation, configuration, and software testing for use in the department or school.

Core Duties
- Coordinate with PM, facilitator, and product owner to develop schedule for release
- Apply system architecture and process design
- Lead release execution
- Provide tools and services to help product management and project teams manage and deploy releases into production
- Oversee production environment testing
- Oversee related systems administration
- Ensure compliance with auditable processes as appropriate
- Responsible for ensuring regular patch/upgrades to applications, systems, security, or hardware in accordance with product owner's product roadmap
- May provide first level technical support for software users
- Absorb and leverage project related technology to ensure effective project management and collaboration
- Make independent decisions within the confines established by sponsors/business owners
- Apply Harvard University's IT technical standards and best practices
- Abide by and follow the Harvard University IT Code of Conduct

Basic Qualifications
- Minimum of five years' post-secondary education or relevant work experience

Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Knowledge of information technology applications, processes, software equipment and networking
- Highly specialized knowledge of a specific technology
- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Demonstrated cross-functional project management experience
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Attitude that supports Agile working environment

Certificates and Licenses
- Completion of Harvard IT Academy Project Management Foundations course (or external equivalent) preferred
- PMP or other relevant certification and experience preferred, e.g., Scrum Master

Physical Requirements

Working Conditions
- Work is performed in an office setting