Information Technology Job Function

IT Service Management Professional III
Grade: 57
Job Code: I1757P
Job Family: Enterprise IT Management
Job Family Matrix: Enterprise IT Management Matrix

Summary
Independently analyze, identify, develop and communicate technical solutions and associated service delivery needs. Devise and/or modify procedures to solve complex technical problems.

Typical Core Duties
- Work at a high level within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environment
- Collaborate with stakeholders to translate business/service/change management needs into systems requirements and scoping
- Contribute to the definition of systems/service requirements, conduct gap analysis, and identify feasible alternative solutions that meet defined business/service objectives
- Manage user needs analysis, product evaluation, selection, customization, testing, implementation, and support; ensure that transitioned services deliver the value users expect
- Contribute to establishment of key performance indicators and service quality measures
- Participate in the development of plans and policies for a unit/school
- 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
- Minimum two years' additional post-secondary education or relevant work experience
- Knowledge of information technology applications, processes, software and equipment
- 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
- ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred

Physical Requirements

Working Conditions
- Work is performed in an office setting