

Information Technology Job Function

IT Service Management Mgt II

Grade: 56

Job Code: I1756M

Job Family: Enterprise IT Management

Job Family Matrix: [Enterprise IT Management Matrix](#)

Summary

Independently perform work in support of business service delivery improvements. Devise and/or modify procedures to solve moderately complex technical problems.

Typical Core Duties

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Work 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
- Participate in the definition of systems requirements and gap analysis
- Perform user needs analysis, product evaluation, customization, testing, implementation, and support; ensure that transitioned services deliver the value users expect
- Contribute to establishment of best practices
- 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

- Supervisory 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