

Information Technology Job Function

IT User Support Mgt III

Grade: 57

Job Code: I0657M

Job Family: IT User Support Management

Job Family Matrix: [IT User Support Matrix](#)

Summary

Manage technical services to customers for one or more of the following: computer hardware, mobile devices, software and network related problems, and accessibility. Resolve complex problems, consulting with manager on sensitive or critical mass issues.

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 directly with business units to determine needs, solutions, project plans
- Ensure rapid response to customer calls, to correct/prevent system problems; monitor/manage communications between service owners during a major Incident
- Stay current with new technologies and recommend endpoint solutions
- Advise, teach and provide guidance and support in the use and selection of appropriate information technologies
- 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
- Supervisory experience

Additional Qualifications and Skills

- Minimum two years' additional post-secondary education or relevant work experience
- Knowledge of Microsoft Office Suite
- Knowledge of advanced user support practices
- 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

- Must be able to individually lift and move computer equipment up to 50 pounds, and periodically up to 100 pounds with the assistance of others

Working Conditions

- Work is performed in an office setting
- Occasionally required to work outside of normal business hours, and may be called during off hours