Information Technology Job Function

IT User Support Mgt IV
Grade: 58
Job Code: I0658M
Job Family: IT User Support Management
Job Family Matrix: IT User Support Matrix

Summary
Responsible for provision of comprehensive technical services to customers for one or more of the following: computer hardware, mobile devices, software and network related problems, and accessibility.

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
- Oversee systems integration and installation initiatives
- Establish and implement desktop policies, procedures and standards and ensure conformance with systems goals and procedures
- Use operational data to assess individual and team performance
- Prepare reports for upper management to highlight progress, issues etc.
- Study and project resource requirements including budget and staffing
- Manage the development and delivery of end-user training and documentation
- 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
- Supervisory experience

Additional Qualifications and Skills
- 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