

Information Technology Job Function

IT User Support Mgt V

Grade: 59

Job Code: I0659M

Job Family: IT User Support Management

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

Summary

Lead and manage technical service 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
- Contribute to IT strategy development and enterprise-wide collaborations; pursue opportunities for new services
- Lead systems integration and installation initiatives
- Responsible for vendor management
- Develop and manage departmental budget
- Build strategic alliances; negotiate and influence across school
- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

Basic Qualifications

- Minimum of seven 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 project management experience
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor
- Experience with operational reporting

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