

## Information Technology Job Function

### IT User Support Mgt VI

Grade: 60

Job Code: I0660M

Job Family: IT User Support Management

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

#### Summary

Direct technical support 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
- Lead IT strategy development
- Direct the planning and implementation of large IT projects that have significant impact on the management of the business, including systems integration and installation initiatives
- Responsible for vendor management
- Develop and oversee departmental budget
- Build strategic alliances; negotiate and influence across school, department, or university
- 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

- Minimum three years' demonstrated highly specialized knowledge of a specific technology
- 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