

Information Technology Job Function

IT User Support Professional III

Grade: 57

Job Code: I0657P

Job Family: IT User Support

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

Summary

Independently provide advanced 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

- Develop solutions to complex problems where analysis of situations or data requires an in-depth evaluation of multiple factors across multiple platforms
- Test, configure, and provide support for hardware and software
- Participate in or lead projects and provide support and training for complex applications
- Stay current with new technologies and recommend endpoint solutions
- Act as principle liaison with internal customers and out-sourced service providers
- 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

- 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

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