

Information Technology Job Function

IT User Support Professional IV

Grade: 58

Job Code: I0658P

Job Family: IT User Support

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. 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 research advanced solutions for hardware and software issues
- Lead projects and provide support and training for complex applications
- Stay current with new technologies and develop endpoint solutions
- Prepare reports for upper management to highlight progress, issues etc.
- Contribute to the development of plans and policies for a unit/school
- 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

Additional Qualifications and Skills

- Knowledge of information technology applications, processes, software and equipment
- Highly specialized knowledge of a specific technology
- 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