

Job Family Matrix

Job Function: Information Technology		Job Family: Infrastructure - Professional	
Job Family Summary: Perform or manage a range of responsibilities within the infrastructure technology stack for a School or University-wide. Focus areas may include Network, DevOps, Platform, Storage, Data Center or Operational Technology.			
Job Title: IT Infrastructure Professional II		Job Title: IT Infrastructure Professional III	
Job Code: I0956P		Job Code: I0957P	
Grade Level: 56 Exemption: Exempt		Grade Level: 57 Exemption: Exempt	
Effective/Revision Date: July 2019		Effective/Revision Date: July 2019	
Job Summary		Job Summary	
Independently support the IT infrastructure environment and/or facilities. Role may focus on maintenance, support and documentation/troubleshooting. Typically work as part of a team to implement IT solutions to business problems. Participate in projects.		Independently perform advanced troubleshooting and administration of infrastructure systems. Role may focus on one or more technical area. Typically work as part of a team to implement IT solutions to complex business problems. Participate in projects.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> • Participate in the build, configuration and documentation of IT infrastructure • Maintain and support IT infrastructure, ensuring adherence to standards and service level objectives • Troubleshoot and manage escalations • Monitor performance and make recommendations • Collaborate with internal customers and partners/stakeholder? (may include service providers) • Support and collaborate with internal and external stakeholders. • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 		<ul style="list-style-type: none"> • Participate fully in the build, configuration and documentation of IT infrastructure • Maintain and support IT infrastructure, ensuring adherence to standards and service level objectives • Monitor and troubleshoot IT infrastructure • Analyze and report on performance metrics • Implement and support robust and secure IT solutions • Draw on relationship and technical skills to act as technical liaison to internal and external stakeholders • Support and collaborate with internal and external stakeholders • Contribute to establishment of best practices • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	
Typical Core Duties		Typical Core Duties	
		<ul style="list-style-type: none"> • Participate fully in the build, configuration and documentation of IT infrastructure • Ensure adherence to IT standards and service level objectives. • Monitor and optimize IT infrastructure. • Define and track performance metrics to ensure efficient use of IT resources • Design and implement robust and secure IT solutions • Identify opportunities to leverage technologies and improve processes/services and implement related enhancements • Support and collaborate with internal and external stakeholders. • Draw on relationship and technical skills to act as technical liaison and mentor junior staff • Contribute to establishment of best practices • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> Minimum of two years' post-secondary education and/or relevant work experience 	<ul style="list-style-type: none"> Minimum of two years' post-secondary education and/or relevant work experience 	<ul style="list-style-type: none"> Minimum of five years' post-secondary education and/or relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> Knowledge of maintenance and support of IT infrastructure systems within an enterprise environment Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor 	<ul style="list-style-type: none"> Knowledge of configuration and maintenance of IT infrastructure systems within an enterprise environment Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor 	<ul style="list-style-type: none"> Knowledge of configuration and design of IT infrastructure systems within an enterprise environment 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	Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements	Physical Requirements
Working Conditions	Working Conditions	Working Conditions
<ul style="list-style-type: none"> Occasionally required to work outside of normal business hours, and may be called during off hours 	<ul style="list-style-type: none"> Occasionally required to work outside of normal business hours, and may be called during off hours 	<ul style="list-style-type: none"> Occasionally required to work outside of normal business hours, and may be called during off hours

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Job Title: IT Infrastructure Professional V	Job Title: IT Infrastructure Professional VI
Job Code: I0959P	Job Code: I0960P
Grade Level: 59 Exemption: Exempt	Grade Level: 60 Exemption: Exempt
Effective/Revision Date: July 2019	Effective/Revision Date: July 2019
Job Summary	
Lead comprehensive architecture and implementation of infrastructure systems for highly complex projects; typically work as part of a team to deliver complex business solutions. Role may focus on one or more technical areas. Function as a subject matter expert to execute strategy. May manage a number of projects simultaneously.	Define and direct strategy for major and highly complex projects; typically work as part of a team to deliver complex business solutions. Role may focus on one or more technical areas. Manage a number of projects simultaneously.
Typical Core Duties	
<ul style="list-style-type: none"> • Participate fully in the build, configuration and documentation of IT infrastructure • Execute technical direction ensuring stability, reliability and integration • Lead research and design of robust and secure IT solutions • Participate in long term strategic planning • Establish and maintain internal/external stakeholder relationships • Contribute to establishing guidelines and standards • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	<ul style="list-style-type: none"> • Participate fully in the build, configuration and documentation of IT infrastructure • Define technical direction ensuring stability, reliability and integration • Direct and oversee development of robust and secure IT solutions • Lead long term strategic planning and actively contribute to enterprise wide initiatives • Establish and maintain internal/external stakeholder relationships • Develop, define and implement guidelines and standards • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Minimum of seven years' post-secondary education and/or relevant work experience 	<ul style="list-style-type: none"> • Minimum of seven years' post-secondary education and/or relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • Knowledge of IT infrastructure systems within an enterprise environment • Highly specialized knowledge of a specific technology • Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor 	<ul style="list-style-type: none"> • Minimum three years' additional post-secondary education and/or relevant work experience • Knowledge of IT infrastructure systems within an enterprise environment • 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	Certificates and Licenses
<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	Physical Requirements
Working Conditions	Working Conditions
<ul style="list-style-type: none"> • Occasionally required to work outside of normal business hours, and may be called during off hours 	<ul style="list-style-type: none"> • Occasionally required to work outside of normal business hours, and may be called during off hours

Job Family Matrix

Job Function: Information Technology		Job Family: Infrastructure – Management	
Job Family Summary: Perform or manage a range of responsibilities within the infrastructure technology stack for a School or University-wide. Focus areas may include Network, DevOps, Platform, Storage, Data Center or Operational Technology.			
Job Title: IT Infrastructure Mgt III		Job Title: IT Infrastructure Mgt IV	
Job Code: I0957M		Job Code: I0958M	
Grade Level: 57 Exemption: Exempt		Grade Level: 58 Exemption: Exempt	
Effective/Revision Date: July 2019		Effective/Revision Date: July 2019	
Job Summary		Job Summary	
Independently perform advanced troubleshooting and administration of infrastructure systems. Role may focus on one or more technical area. Typically work as part of a team to implement IT solutions to complex business problems. Participate in projects.		Plan and conduct comprehensive infrastructure engineering duties. Role may focus on one or more technical area. Perform expert level build, configuration and maintenance across systems. Implement IT solutions to complex business problems. Provide expert level technical and project leadership. May manage and be a key contributor on multiple projects simultaneously.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> • 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 • Participate fully in the build, configuration and documentation of IT infrastructure • Maintain and support IT infrastructure, ensuring adherence to standards and service level objectives • Monitor and troubleshoot IT infrastructure • Analyze and report on performance metrics • Implement and support robust and secure IT solutions • Draw on relationship and technical skills to act as technical liaison to internal and external stakeholders • Support and collaborate with internal and external stakeholders • Contribute to establishment of best practices • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 		<ul style="list-style-type: none"> • 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 • Participate fully in the build, configuration and documentation of IT infrastructure • Ensure adherence to IT standards and service level objectives. • Monitor and optimize IT infrastructure. • Define and track performance metrics to ensure efficient use of IT resources • Design and implement robust and secure IT solutions • Identify opportunities to leverage technologies and improve processes/services and implement related enhancements • Support and collaborate with internal and external stakeholders. • Draw on relationship and technical skills to act as technical liaison and mentor junior staff • Contribute to establishment of best practices • Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct 	

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Minimum of 2 years' post-secondary education and/or relevant work experience 	<ul style="list-style-type: none"> • Minimum of 5 years' post-secondary education and/or relevant work experience • Supervisory Experience 	<ul style="list-style-type: none"> • Minimum of 7 years' post-secondary education and/or relevant work experience • Supervisory experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • Supervisory Experience • Minimum two years' additional post-secondary education and/or relevant work experience • Knowledge of information technology applications, processes, software and equipment 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred 	<ul style="list-style-type: none"> • Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
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Job Title: IT Infrastructure Mgt VI	
Job Code: I0960M	
Grade Level: 60	Exemption: Exempt
Effective/Revision Date: July 2019	
Job Summary	
Define and direct strategy for major and highly complex projects; typically work as part of a team to deliver complex business solutions. Role may focus on one or more technical areas. Manage a number of projects simultaneously.	
Typical Core Duties	
<ul style="list-style-type: none">• 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• Participate fully in the build, configuration and documentation of IT infrastructure• Define technical direction ensuring stability, reliability and integration• Direct and oversee development of robust and secure IT solutions• Lead long term strategic planning and actively contribute to enterprise wide initiatives• Establish and maintain internal/external stakeholder relationships• Develop, define and implement guidelines and standards• Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct	

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Basic Qualifications
<ul style="list-style-type: none">• Minimum of 7 years' post-secondary education and/or relevant work experience• Supervisory experience
Additional Qualifications and Skills
<ul style="list-style-type: none">• Minimum three years' additional post-secondary education and/or relevant work experience• 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
<ul style="list-style-type: none">• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements
Working Conditions
<ul style="list-style-type: none">• Occasionally required to work outside of normal business hours, and may be called during off hours