

## Job Family Matrix

<b>Job Function:</b> Information Technology	<b>Job Family:</b> User Support – Professional
<b>Job Family Summary:</b> Perform or manage customer service including provision of technical assistance and services, training, and support for endpoint systems (including mobile devices), and accessibility. Ensure performance of IT systems.	
<b>Job Title:</b> User Support Professional III	<b>Job Title:</b> User Support Professional IV
<b>Job Code:</b> I0657P	<b>Job Code:</b> I0658P
<b>Grade Level:</b> 57 <b>Exemption:</b> Exempt	<b>Grade Level:</b> 58 <b>Exemption:</b> Exempt
<b>Effective/Revision Date:</b> April 2019	<b>Effective/Revision Date:</b> April 2019
<b>Job Summary</b>	
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.	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.
<b>Core Duties</b>	
<ul style="list-style-type: none"> <li>• Develop solutions to complex problems where analysis of situations or data requires an in-depth evaluation of multiple factors across multiple platforms</li> <li>• Test, configure, and provide support for hardware and software</li> <li>• Participate in or lead projects and provide support and training for complex applications</li> <li>• Stay current with new technologies and recommend endpoint solutions</li> <li>• Act as principle liaison with internal customers and out-sourced service providers</li> <li>• Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Develop solutions to complex problems where analysis of situations or data requires an in-depth evaluation of multiple factors across multiple platforms</li> <li>• Test, configure, and research advanced solutions for hardware and software issues</li> <li>• Lead projects and provide support and training for complex applications</li> <li>• Stay current with new technologies and develop endpoint solutions</li> <li>• Prepare reports for upper management to highlight progress, issues etc.</li> <li>• Contribute to the development of plans and policies for a unit/school</li> <li>• Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct</li> </ul>

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Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> <li>Minimum of two years' post-secondary education and/or relevant work experience</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of five years' post-secondary education and/or relevant work experience</li> </ul>
Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> <li>Knowledge of information technology applications, processes, software and equipment</li> <li>Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information technology applications, processes, software and equipment</li> <li>Highly specialized knowledge of a specific technology</li> <li>Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor</li> </ul>
Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> <li>Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred</li> </ul>	<ul style="list-style-type: none"> <li>Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred</li> </ul>
Physical Requirements	Physical Requirements
<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>
Working Conditions	Working Conditions
<ul style="list-style-type: none"> <li>Work is performed in an office setting</li> <li>Occasionally required to work outside of normal business hours, and may be called during off hours</li> </ul>	<ul style="list-style-type: none"> <li>Work is performed in an office setting</li> <li>Occasionally required to work outside of normal business hours, and may be called during off hours</li> </ul>

## Job Family Matrix

<b>Job Function:</b> Information Technology		<b>Job Family:</b> User Support – Management	
<b>Job Family Summary:</b> Perform or manage customer service including provision of technical assistance and services, training, and support for endpoint systems (including mobile devices), and accessibility. Ensure performance of IT systems.			
<b>Job Title:</b> User Support Mgt III		<b>Job Title:</b> User Support Mgt IV	
<b>Job Code:</b> I0657M		<b>Job Code:</b> I0658M	
<b>Grade Level:</b> 57 <b>Exemption:</b> Exempt		<b>Grade Level:</b> 58 <b>Exemption:</b> Exempt	
<b>Effective/Revision Date:</b> April 2019		<b>Effective/Revision Date:</b> April 2019	
<b>Job Summary</b>		<b>Job Summary</b>	
Manage 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.		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.	
<b>Core Duties</b>		<b>Core Duties</b>	
<ul style="list-style-type: none"> <li>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</li> <li>Work directly with business units to determine needs, solutions, project plans</li> <li>Ensure rapid response to customer calls, to correct/prevent system problems; monitor/manage communications between service owners during a major Incident</li> <li>Stay current with new technologies and recommend endpoint solutions</li> <li>Advise, teach and provide guidance and support in the use and selection of appropriate information technologies</li> <li>Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct</li> </ul>		<ul style="list-style-type: none"> <li>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</li> <li>Oversee systems integration and installation initiatives</li> <li>Establish and implement desktop policies, procedures and standards and ensure conformance with systems goals and procedures</li> <li>Use operational data to assess individual and team performance</li> <li>Prepare reports for upper management to highlight progress, issues etc.</li> <li>Study and project resource requirements including budget and staffing</li> <li>Manage the development and delivery of end-user training and documentation</li> <li>Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct</li> </ul>	
<b>Core Duties</b>		<b>Core Duties</b>	
<ul style="list-style-type: none"> <li>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</li> <li>Contribute to IT strategy development and enterprise-wide collaborations; pursue opportunities for new services</li> <li>Lead systems integration and installation initiatives</li> <li>Responsible for vendor management</li> <li>Develop and manage departmental budget</li> <li>Build strategic alliances; negotiate and influence across school</li> <li>Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct</li> </ul>		<ul style="list-style-type: none"> <li>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</li> <li>Contribute to IT strategy development and enterprise-wide collaborations; pursue opportunities for new services</li> <li>Lead systems integration and installation initiatives</li> <li>Responsible for vendor management</li> <li>Develop and manage departmental budget</li> <li>Build strategic alliances; negotiate and influence across school</li> <li>Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct</li> </ul>	

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Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> <li>• Minimum of two years' post-secondary education and/or relevant work experience</li> <li>• Supervisory experience</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of five years' post-secondary education and/or relevant work experience</li> <li>• Supervisory experience</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of seven years' post-secondary education and/or relevant work experience</li> <li>• Demonstrated project management experience</li> <li>• Supervisory experience</li> </ul>
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> <li>• Minimum two years' additional post-secondary education and/or relevant work experience</li> <li>• Knowledge of Microsoft Office Suite</li> <li>• Knowledge of advanced user support practices</li> <li>• Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office Suite</li> <li>• Knowledge of advanced user support practices</li> <li>• Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office Suite</li> <li>• Knowledge of advanced user support practices</li> <li>• Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor</li> <li>• Experience with operational reporting</li> </ul>
Certificates and Licenses	Certificates and Licenses	Certificates and Licenses
<ul style="list-style-type: none"> <li>• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred</li> </ul>
Physical Requirements	Physical Requirements	Physical Requirements
<ul style="list-style-type: none"> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> </ul>
Working Conditions	Working Conditions	Working Conditions
<ul style="list-style-type: none"> <li>• Work is performed in an office setting</li> <li>• Occasionally required to work outside of normal business hours, and may be called during off hours</li> </ul>	<ul style="list-style-type: none"> <li>• Work is performed in an office setting</li> <li>• Occasionally required to work outside of normal business hours, and may be called during off hours</li> </ul>	<ul style="list-style-type: none"> <li>• Work is performed in an office setting</li> <li>• Occasionally required to work outside of normal business hours, and may be called during off hours</li> </ul>

## Job Family Matrix

<b>Job Function:</b> Information Technology	<b>Job Family:</b> User Support – Management
<b>Job Family Summary:</b> Perform or manage customer service including provision of technical assistance and services, training, and support for endpoint systems (including mobile devices), and accessibility. Ensure performance of IT systems.	
<b>Job Title:</b> User Support Mgt VI	
<b>Job Code:</b> I0660M	
<b>Grade Level:</b> 60	<b>Exemption:</b> Exempt
<b>Effective/Revision Date:</b> April 2019	
<b>Job Summary</b>	
Direct technical support to customers for one or more of the following: computer hardware, mobile devices, software and network related problems, and accessibility.	
<b>Core Duties</b>	
<ul style="list-style-type: none"><li>• 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</li><li>• Lead IT strategy development</li><li>• 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</li><li>• Responsible for vendor management</li><li>• Develop and oversee departmental budget</li><li>• Build strategic alliances; negotiate and influence across school, department, or university</li><li>• Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct</li></ul>	

## Job Family Matrix

### Basic Qualifications

- Minimum of seven years' post-secondary education and/or relevant work experience
- Demonstrated project management 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 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