Collaboration Tools Owner

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Harvard University
in Boston, MA

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Type: Full-Time
Salary: $87,700 - $150,900 per year
Posted: 56 days ago
Category: Software Engineer/Programmer
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HARVARD UNIVERSITY

Company Description

By working at Harvard University, you join a vibrant community that advances Harvard's world-changing mission in meaningful ways, inspires innovation and collaboration, and builds skills and expertise. We are dedicated to creating a diverse and welcoming environment where everyone can thrive.

Why join Harvard Medical School?

Harvard Medical School's mission is to nurture a diverse, inclusive community dedicated to alleviating suffering and improving health and well-being for all through excellence in teaching and learning, discovery and scholarship, and service and leadership.

You'll be at the heart of biomedical discovery, education, and innovation, working alongside world-renowned faculty and a community dedicated to improving human health. This is more than a job - it's an opportunity to shape the future of medicine.

Job Description

The Service Owner of HMS Collaboration and Productivity Tools is responsible for overall delivery, managing and monitoring the policies, processes and procedures for HMS-wide collaboration and office productivity software applications including email and calendaring, chat and group storage, video conferencing, as well as commodity AI and web services.

This position reports to the Director of Technology Communication & UX Strategy and leads the comprehensive operational delivery of highly utilized applications/services and complex projects. The Service Owner typically works as part of internal HMS teams, as well as cross-HU-school team to implement complex productivity tools and business solutions. They are responsible for strategic and expert advisement on technical workflows and processes; focusing on overarching development strategy for large, complex, multi-faceted applications. They may manage a number of projects simultaneously.

On a daily basis, this key member of HMS IT is responsible for the health and support, customer communication and training opportunities, as well as the budgeting, vendor management and accuracy of provisioning and billing.

- Participate fully in software life cycle; submitting HMS requirements to vendors and Harvard Business partners; validating that the mix of products and applications meet school needs and managing and communicating releases to the HMS community for core productivity and collaboration software packages.
- Lead development of technical solutions to deliver business requirements; ensuring provisioning processes meet the eligibility requirements and that technical processes for support, auditing, and billing are effective.
- Participate in long term strategic planning for the application portfolio(s), partnering with HMS stakeholders and HMS IT and HUIT leadership to ensure that HMS specific needs are understood and local applications are in place to compliment the university offerings.
- Establish and maintain internal/external stakeholder relationships with HMS departments as well as Harvard University partners and providers, advising on strategic direction and efficient use of resources to meet school's needs.
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct.

Additional Duties:

- Participate as a subject matter expert for total cost of service calculations, annual budgeting, billing and charge processes.
- Perform routine audits of usage and communicate reductions in services as appropriate to reduce security risk and costs.
- Serve as expert liaison between HMS IAM, HUIT IAM, support staff, service providers and customers.
- Function as valued member of HMS IT Service Portfolio Owners and Managers, assisting in the maturing and growing of ITSM processes.
- Function as a thought partner and collaborator with HMS IT Support, providing consistent and up-to-date knowledge and training on capabilities, functionality, and changes in the application environment.
- Serve on University-wide steering committees for governance and vendor management of enterprise software packages.

Qualifications

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 Microsoft, Adobe, Zoom, Google, ChatGPT, Kiteworks, and other productivity software technologies.
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor.
- Possess a proficiency with Excel and workflow visualization software as well as an excellent business analysis acumen.

Certificates and Licenses:

Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred.

Additional Information

- **Standard Hours/Schedule:** 35 hrs. per week | Monday - Friday | 9:00 am - 5:00 pm. Work can be performed remotely during standard Harvard business hours, with an occasional expectation for on campus meetings and visits.
- **Visa Sponsorship Information:** Harvard University is unable to provide visa sponsorship for this position.
- **Pre-Employment Screening:** Identity

- **Staying Informed About Your Application**: Due to the high volume of applications, we may not always be able to reach out right away, but you can track your status anytime through the **Careers@Harvard** portal.
- **Other Information:** Please note that we are currently conducting a majority of interviews and onboarding remotely and virtually. We appreciate your understanding.

#LI-DK1

Work Format Details

This position has been determined by school or unit leaders that some of the duties and responsibilities can be effectively performed at a non-Harvard location. The work schedule and location will be set by the department at its discretion and based upon operational needs. When not working at a Harvard or Harvard-designated location, employees in hybrid positions must work in a Harvard registered state in compliance with the University's Policy on Employment Outside of Massachusetts. Additional details will be discussed during the interview process. Certain visa types and funding sources may limit work location. Individuals must meet work location sponsorship requirements prior to employment.

Salary Grade and Ranges

This position is salary grade level 058. Please visit Harvard's Salary Ranges to view the corresponding salary range and related information.

Benefits

Harvard offers a comprehensive benefits package that is designed to support a healthy work-life balance and your physical, mental and financial wellbeing. Because here, you are what matters. Our benefits include, but are not limited to:

- Generous paid time off including parental leave
- Medical, dental, and vision health insurance coverage starting on day one
- Retirement plans with university contributions
- Wellbeing and mental health resources
- Support for families and caregivers
- Professional development opportunities including tuition assistance and reimbursement
- Commuter benefits, discounts and campus perks

Learn more about these and additional benefits on our Benefits & Wellbeing Page.

EEO/Non-Discrimination Commitment Statement

Harvard University is committed to equal opportunity and non-discrimination. We seek talent from all parts of society and the world, and we strive to ensure everyone at Harvard thrives. Our differences help our community advance Harvard's academic purposes.

Harvard has an equal employment opportunity policy that outlines our commitment to prohibiting discrimination on the basis of race, ethnicity, color, national origin, sex, sexual orientation, gender identity, veteran status, religion, disability, or any other characteristic protected by law or identified in the university's non-discrimination policy. Harvard's equal employment opportunity policy and non-discrimination policy help all community members participate fully in work and campus life free from harassment and discrimination.
We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Related Searches:

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