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26-Aug-2022

Technology Operations Specialist

Harvard Business School
59703BR

Job Summary

The mission of Harvard Business School (HBS) is to educate leaders who make a difference in the world. Harvard Business School Online is Harvard Business School's vision of business education reimagined for the digital age. The HBS Online team, dedicated to delivering high quality business education through innovative online concepts, is in a period of growth and expansion. To see these techniques in action and gain actionable skills and insights, check out HBS Online's [Free Business Lessons](#). Benefits include being part of the HBS culture of learning and exposure to the larger University setting, while enjoying a fast-paced and high-energy environment.

Reporting to the Senior Program Manager, the Operations Specialist will support the HBS Online Technology group in several operational activities, including organizational reporting, information/collaboration tool support and administration, vendor management, and related activities.

Position Description

- Provide technical support for internal work management, collaboration, and other tools
 - Assist with the administration and support of internal work management and collaboration tools (currently JIRA and Confluence)
 - Identify and adopt productivity tools and systems to automate routine work and to enhance operational efficiency of the Technology team specifically and extended to the HBSO team
- Collaborate with technical experts and stakeholders to define and build standard operational processes and reports
 - Generate, validate, and publish standard reports in support of Technology Program Management activities including quarterly and annual planning
 - Work with HR and technology teams to support and improve technical aspects of staff onboarding and offboarding as it relates to systems access and account provisioning

- Coordinate and support activities throughout the vendor management lifecycle in close collaboration with internal vendor managers
 - Ensure timely and accurate creation, review, and submission of documents; including Requests for Quotes, Statements of Work, Purchase Orders, and Vendor Security Review Process
 - Facilitate vendor onboarding and offboarding processes such as account management and provisioning
 - Maintain vendor records including key contract dates, terms, and license counts and assignments
 - Work closely with the finance team to track spending, forecasts, budgets, and invoicing for major vendors
- The role is also responsible for other duties as assigned

Basic Qualifications

- A minimum of 3 years of related experience is required. Education beyond high school may count toward experience.

Additional Qualifications and Skills

- Ability to prioritize work in an environment with multiple, conflicting interests and problem solve proactively
- Strong attention to detail
- Ability to understand and then improve upon current processes
- Excellent organizational, interpersonal, verbal and written communication skills required
- Must be able to work independently and collaboratively and effectively in team settings with colleagues of varying backgrounds and expertise
- Prior experience managing contracts and tracking invoices to a budget preferred
- An aptitude for learning new processes, technologies and platforms, including productivity tools
- Pitches in where needed - "no job is too big or small"

Additional Information

This role is offered as a hybrid (some combination of onsite and remote) where you are required to be onsite at our Boston, MA based campus several days per month. Specific days and schedule will be determined between you and your manager.

While we continue to monitor the evolving COVID-19 guidelines and restrictions, we appreciate your understanding and flexibility with our interview process. Please note that we will be conducting interviews virtually (phone and or Zoom) for selected candidates until further notice.

The University requires all Harvard community members to be fully vaccinated against COVID-19 and remain up to date with COVID-19 vaccine boosters, as detailed in [Harvard's Vaccine & Booster Requirements](#). Individuals may claim exemption from the vaccine requirement for medical or religious reasons. More information regarding the University's COVID vaccination

requirement, exemptions, and verification of vaccination status may be found at the University’s “COVID-19 Vaccine Information” webpage: <http://www.harvard.edu/coronavirus/covid-19-vaccine-information/>.

A cover letter is required to be considered for this opportunity.

Harvard Business School will not offer visa sponsorship for this opportunity.

Culture of Inclusion: The work and well-being of HBS is profoundly strengthened by the diversity of our network and our differences in background, culture, national origin, religion, sexual orientation, and life experiences. Explore more about HBS work culture here <https://www.hbs.edu/employment> .

Job Function	Location
Information Technology	USA - MA - Boston
Job Code	Sub-Unit
403123 Info Tech Support Associate II	-----
Department	Time Status
Harvard Business School Online	Full-time
Salary Grade	Union
055	55 - Hvd Union Cler & Tech Workers

Pre-Employment Screening
Identity

Commitment to Equity, Diversity, Inclusion, and Belonging
Harvard University views equity, diversity, inclusion, and belonging as the pathway to achieving inclusive excellence and fostering a campus culture where everyone can thrive. We strive to create a community that draws upon the widest possible pool of talent to unify excellence and diversity while fully embracing individuals from varied backgrounds, cultures, races, identities, life experiences, perspectives, beliefs, and values.

EEO Statement
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, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law.

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