UNIVERSITY OF SOUTHERN CALIFORNIA
Assistant CIO, Strategy, Policy and Planning
Job Code: 165720

Grade: 00
OT Eligible: No
Comp Approval: 11/1/2013

JOB SUMMARY:
Oversees strategic planning processes and policy development that enhances ITS’ role as a partner and service provider to USC schools and colleges. Partners with Associate CIOs and works directly with the CIO on policies, partnerships with the schools, capacity building within ITS (for security, administrative services, etc.) and on the campus (in relation to Informatics), ITS communications, legal and contract administration, and other initiatives. Assists in creating effective and efficient administrative services that provide a balance between open and secure access to university resources. Has responsibility for ensuring the right priorities are placed on key strategic initiatives, including measures, timelines, resources, and communications. Serves as a key architect for organizational changes required to achieve goals. Acts as chief of staff for the CIO office and on CIO’s behalf. Serves as key spokesperson and representative for the CIO when he is unavailable and as part of expanding the reach of the organization on and off campus. Supervises a staff in support of policy, strategy, communications, legal and contract administration, etc. Assists CIO and Associate CIOs with assessment and oversight of Security, Project Management, Contract Administration and other key offices in ensuring effective information technology practices throughout the campus.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

Oversees strategic planning processes and policy development that enhances ITS’ role as a partner and service provider to USC schools and colleges. Partners with Associate CIOs and works directly with the CIO on policies, partnerships with the schools, capacity building within ITS (for security, administrative services, etc.) and on the campus (in relation to Informatics), ITS communications, legal and contract administration, and other initiatives. Assists with the creation of strategic plans and develops processes to ensure appropriate monitoring and follow-up. Implements new strategic plans, direction and performance metrics. Participates in planning new business initiatives to gain efficiencies and improve communications. Communicates planning, assumptions and guidelines. Gathers multiple inputs and integrates diverse plans and requests based on school or division priorities. Sets goals, establishes priorities, manages resources, develops concepts and approaches, reviews projects progress and results.

Serves as a key architect for organizational changes required to achieve goals. Acts as chief of staff for the CIO office and on CIO’s behalf. Serves as primary spokesperson on behalf of the CIO for overall internal and external coordination of activities with other university offices, senior management and outside business entities, including Office of the Provost, Office of the General Counsel, Office of Compliance and any other university offices as required.

Oversees contract administration for ITS. Develops, modifies and implements departmental contracting policies, procedures and processes consistent with university policy, as required. Establishes, maintains and monitors internal controls to ensure compliance with policies and procedures. Disseminates and interprets applicable laws, regulations, rules policies and procedures, etc., as required.
Reviews, independently evaluates, and drafts legal terms and conditions for complex agreements and contractual documents for goods and services subject to final review by Office of General Counsel. Negotiates and administers complex and unique business contracts and terms directly with suppliers, as needed.

Directly or indirectly manages all staff assigned to unit, usually through subordinate supervisors. Determines staffing needs based on goals and objectives of unit. Determines and/or recommends unit hiring and salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within unit. Approves professional development activities.

Oversees and provides oversight and assistance in supporting the planning, design, development and implementation of short and long-term projects for the office of the CIO. Plans, coordinates, schedules and organizes project activities to meet objectives through director and indirect reports.

Establishes and maintains ITS Liaison Program communication with campus-wide constituencies regarding information technology services. Identifies needs, establishes partnerships, and leads in the planning, development and implementation of initiatives designed to meet diverse campus unit goals. Maintains effective relationships with vendors and oversees the procurement process for necessary systems and software relevant to customer support in academic and business units.

Has responsibility for developing and directing the ITS communications program. Plans, implements and manages all public relations programs and projects.

Creates briefings, reports, correspondence, and all communications for the CIO and the office of the CIO. Coordinates and assembles confidential documentation. Maintains and monitors distribution of confidential materials.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

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<th>Essential:</th>
<th>No</th>
<th>Yes</th>
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In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Master's degree
Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 7 years

**Minimum Field of Expertise:**
- Directly related administrative management experience in a university environment. Demonstrated leadership in planning, organizing and managing administrative operations of a large complex organization. Thorough knowledge of management principles, technical and architectural directions, policy development, and outreach and partnership in a complex organization. Exceptional interpersonal skills. Outstanding oral and written communication skills. Strong planning and organizational skills. Ability to use computer technology with efficiency and effectiveness.

**Preferred Education:**
- Master's degree

**Preferred Experience:**
- 10 years

**Preferred Field of Expertise:**
- Demonstrated leadership in planning, organizing and managing administrative operations of a large complex organization in an academic setting.

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Leadership
- Managerial skills
- Mediation
- Networking
- Organization
- Planning
- Problem identification and resolution
- Research
- Staff development
- Teaching/training

**Skills: Machine/Equipment:**
- Calculator
- Computer network (department or school)
- Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
Supervises employees and/or student workers.

Supervises: Nature of Work:
Administrative
Project Management
Technical

SIGNATURES:

Employee: ____________________________ Date: ____________________________

Supervisor: __________________________ Date: ____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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