UNIVERSITY OF SOUTHERN CALIFORNIA
Assistant Chief Information Officer, Technology
Education Learning/Distance Learning
Job Code: 168010

Grade: 00
OT Eligible: No
Comp Approval: 2/23/2015

JOB SUMMARY:
Has responsibility for overseeing the areas of educational technology and distance learning, the Center of Scholarly Technology and the web services group. Provides leadership and advocacy for the effective use of technology to support and advance teaching, learning, scholarship, research and service. Oversees educational technologies division. Develops, implements and maintains university-wide program for technology enhanced learning.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

--- 00  Oversees areas of educational technology and distance learning, the Center of Scholarly Technology and the web services group. Develops and implements management plan for operations to ensure the organizational structure, business model, budget, and management functions align with customer-facing services.

--- Provides leadership and operational oversight for the Technology Enhanced Learning (TEL-DL), the Center for Scholarly Technology, web services group, the multimedia services group including the public computer centers and the course management systems group.

--- Leads the development, implementation and maintenance of technology enhanced learning strategic plan addressing the supplemental, blended/hybrid, and online distance learning uses of educational technology.

--- Oversees programs designed to seed collaborative projects that advance the adoption and use of new and emerging technologies within the department and university-wide.

--- Serves as an catalyst for developing university-wide programs and services with associated policies and procedures that facilitate the delivery of technology enhanced teaching, learning, scholarship, research and service.

--- Identifies and recommends e-learning software, hardware, services and other resources. Forecasts the costs and/or benefit of e-learning products. Participates in negotiating university-wide licenses for educational technology.

--- Identifies and establishes collaborative partnerships with academic units and other stakeholders to extramural funding through grants, gifts and sponsorships.

--- 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.

--- Plans, develops and manages division budget. Approves/disapproves expenditures. Provides financial status reports as needed.

--- Represents the Office of the Chief Information Officer on management councils, committees, task forces and ad-hoc groups, as appropriate.
Maintains currency with, understands, and ensures compliance with applicable university and information technical services policies and procedures, and with applicable local, state and federal laws and regulations.

Establishes and maintains appropriate network of professional contacts. Keeps current on related educational technology trends, direction and issues. Attends and participates in leading regional and national conferences. Publishes and presents papers, conducts seminars and services on national boards and committees.

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.

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

**EMERGENCY RESPONSE/RECOVERY:**

- Essential: [ ] No  
   [ ] Yes

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

**Minimum Experience:**

10 years

**Minimum Field of Expertise:**

Directly relevant experience in specialized field. Thorough knowledge of management principles, budgeting, finance and applicable laws/regulations. Strong and demonstrable communications skills, including development of presentations, documentation, and plans. Clear track record engaging in national and regional community forums.

**Preferred Education:**

Doctorate

**Preferred Field of Expertise:**

Progressively increasing leadership, planning and management experience in computing, information technology, learning environments and learning environments technologies; strong leadership, organization, planning and communication skills are essential; evidence of successful planning and implementation of computer systems, networks and information technology in a complex university environment.

**Skills:** Other:
Analysis
Assessment/evaluation
Budget control
Budget development
Coaching
Communication -- written and oral skills
Conflict resolution
Consulting
Counseling
Facilitation
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Mediation
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis
Teaching/training

Skilled in:
Applications/systems development methodologies
Business requirements tools and techniques
Incident/problem management
Network communications technologies
Project management tools and techniques
Service level agreements
Technical documentation
Technical training and instructional design
Troubleshooting
Web content management systems
Web scripting and programming languages

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

Supervises: Level:
Manages through multiple layers of subordinate supervisors.

Supervises: Nature of Work:
Administrative
Managerial
Professional/Paraprofessional
Service/Maintenance

Comments:
Evening or weekend work may be necessary to meet deadlines or solve specific problems.
On call 24/7 to manage problems.

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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